

237434

STATE OF SOUTH CAROLINA

(Caption of Case)  
IN RE:

APPLICATION OF GLOBAL CONNECTION INC.  
OF AMERICA DBA STAND UP WIRELESS  
FOR DESIGNATION AS AN ELIGIBLE  
TELECOMMUNICATIONS CARRIER  
IN THE STATE OF SOUTH CAROLINA

BEFORE THE  
PUBLIC SERVICE COMMISSION  
OF SOUTH CAROLINA

COVER SHEET

DOCKET

NUMBER: 2012 - 167 - C

(Please type or print)

Submitted by: Heather Kirby

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**DOCKETING INFORMATION** (Check all that apply)

☐ Emergency Relief demanded in petition ☐ Request for item to be placed on Commission's Agenda expeditiously

☐ Other: \_\_\_\_\_

INDUSTRY (Check one)	NATURE OF ACTION (Check all that apply)			
<input type="checkbox"/> Electric	<input type="checkbox"/> Affidavit	<input type="checkbox"/> Letter	<input type="checkbox"/> Request	
<input type="checkbox"/> Electric/Gas	<input type="checkbox"/> Agreement	<input type="checkbox"/> Memorandum	<input type="checkbox"/> Request for Certification	
<input type="checkbox"/> Electric/Telecommunications	<input type="checkbox"/> Answer	<input type="checkbox"/> Motion	<input type="checkbox"/> Request for Investigation	
<input type="checkbox"/> Electric/Water	<input type="checkbox"/> Appellate Review	<input type="checkbox"/> Objection	<input type="checkbox"/> Resale Agreement	
<input type="checkbox"/> Electric/Water/Telecom.	<input type="checkbox"/> Application	<input type="checkbox"/> Petition	<input type="checkbox"/> Resale Amendment	
<input type="checkbox"/> Electric/Water/Sewer	<input type="checkbox"/> Brief	<input type="checkbox"/> Petition for Reconsideration	<input type="checkbox"/> Reservation Letter	
<input type="checkbox"/> Gas	<input type="checkbox"/> Certificate	<input type="checkbox"/> Petition for Rulemaking	<input type="checkbox"/> Response	
<input type="checkbox"/> Railroad	<input type="checkbox"/> Comments	<input type="checkbox"/> Petition for Rule to Show Cause	<input type="checkbox"/> Response to Discovery	
<input type="checkbox"/> Sewer	<input type="checkbox"/> Complaint	<input type="checkbox"/> Petition to Intervene	<input type="checkbox"/> Return to Petition	
<input checked="" type="checkbox"/> Telecommunications	<input type="checkbox"/> Consent Order	<input type="checkbox"/> Petition to Intervene Out of Time	<input type="checkbox"/> Stipulation	
<input type="checkbox"/> Transportation	<input type="checkbox"/> Discovery	<input checked="" type="checkbox"/> Prefiled Testimony	<input type="checkbox"/> Subpoena	
<input type="checkbox"/> Water	<input type="checkbox"/> Exhibit	<input type="checkbox"/> Promotion	<input type="checkbox"/> Tariff	
<input type="checkbox"/> Water/Sewer	<input type="checkbox"/> Expedited Consideration	<input type="checkbox"/> Proposed Order	<input type="checkbox"/> Other:	
<input type="checkbox"/> Administrative Matter	<input type="checkbox"/> Interconnection Agreement	<input type="checkbox"/> Protest		
<input type="checkbox"/> Other:	<input type="checkbox"/> Interconnection Amendment	<input type="checkbox"/> Publisher's Affidavit		
	<input type="checkbox"/> Late-Filed Exhibit	<input type="checkbox"/> Report		

RETURN DATE: OK  
SERVICE: OK

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June 27, 2012

**VIA OVERNIGHT DELIVERY**

Ms. Jocelyn G. Boyd  
Chief Clerk of the Commission  
South Carolina Public Service Commission  
101 Executive Center Drive, Suite 100  
Columbia, South Carolina 29210  
(803) 896-5100

Re: Global Connection Inc. of America dba STAND UP WIRELESS  
Docket No. 2012-167-C

Dear Ms. Boyd:

Pursuant to a letter dated April 24, 2012 in the above-referenced docket, enclosed please find for filing the company's pre-filed testimony.

I have enclosed an extra copy of this letter to be date-stamped and returned to me in the self-addressed, postage prepaid envelope I have provided.

If you have any questions or if I may provide you with any additional information, please do not hesitate to contact me.

Respectfully submitted,

Lance J.M. Steinhart  
Attorney for Global Connection Inc. of  
America dba STAND UP WIRELESS

**Enclosures**

cc: Lessie Hammonds – ORS via e-mail: [lhammon@regstaff.sc.gov](mailto:lhammon@regstaff.sc.gov)  
Scott Elliott via e-mail: [selliott@elliottlaw.us](mailto:selliott@elliottlaw.us)  
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**BEFORE THE  
PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA  
DOCKET NO. 2012-167-C**

\_\_\_\_\_  
IN RE: )  
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Application of Global Connection Inc. of America )  
dba STAND UP WIRELESS )  
for Designation as an Eligible Telecommunications )  
Carrier in the State of South Carolina )  
\_\_\_\_\_

**DIRECT TESTIMONY OF DAVE SKOGEN**

1   **Q1:   PLEASE STATE YOUR NAME, YOUR POSITION WITH GLOBAL**  
2           **CONNECTION INC. OF AMERICA DBA STAND UP WIRELESS, AND**  
3           **YOUR BUSINESS ADDRESS.**

4   **A:**   My name is Dave Skogen. I am Chief Executive Officer of Global Connection  
5           Inc. of America dba STAND UP WIRELESS (hereinafter sometimes referred to as  
6           “Stand Up Wireless” or the “Company”). My business address is 5555 Oakbrook  
7           Parkway, Suite 620, Norcross, Georgia 30093.

8   **Q2:   PLEASE PROVIDE A BRIEF DESCRIPTION OF STAND UP WIRELESS.**

9   **A:**   Global Connection Inc. of America (“Global Connection”) is a Georgia Corporation.  
10          Global Connection provides local exchange telecommunications services  
11          throughout the United States and is designated as an ETC on a wireline basis in  
12          Alabama, Arkansas, Georgia, Louisiana, Michigan, and North Carolina. Global  
13          Connection provides resold commercial mobile radio service (“CMRS”) under the

1 d/b/a "Stand Up Wireless". Stand Up Wireless provides prepaid wireless  
2 telecommunications services to consumers by using the Sprint Spectrum, L.P. and  
3 Verizon Wireless ("Sprint/Verizon") networks.

4 **Q3: WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

5 **A:** The purpose of my testimony is to demonstrate that Stand Up Wireless meets the  
6 state and federal requirements for designation as an Eligible Telecommunications  
7 Carrier ("ETC") in the State of South Carolina.

8 **Q4: DOES STAND UP WIRELESS CURRENTLY PROVIDE**  
9 **TELECOMMUNICATIONS SERVICE IN SOUTH CAROLINA?**

10 **A:** No, but when the Company begins providing service in South Carolina, Stand Up  
11 Wireless will be able to offer services wherever Sprint/Verizon offers services in  
12 South Carolina. The Company's affordable, easy to use prepaid wireless services  
13 will be attractive to low-income and lower-volume consumers, providing them  
14 with access to emergency services and a reliable means of communication that  
15 can be used both at home and while traveling to remain in touch with friends and  
16 family and for contacting prospective employers.

17 **Q5: HOW ARE STAND UP WIRELESS' WIRELESS SERVICES DIFFERENT**  
18 **FROM OTHER CARRIERS' OFFERINGS?**

19 **A:** Many Stand Up Wireless customers are from low-income backgrounds and did not  
20 previously have access to high quality wireless services because of financial  
21 constraints or poor credit history. Stand Up Wireless does not conduct credit  
22 checks or require customers to enter into long-term service contracts as a  
23 prerequisite to obtaining wireless service. Stand Up Wireless will offer customers

1 a certain amount of service free of charge. Stand Up Wireless' free StandUp 100  
2 Lifeline plan includes separate pools of both voice minutes and text minutes, so  
3 that customers do not deplete critical voice minutes when they utilize text  
4 messaging. Moreover, any unused voice minutes and text messages rollover from  
5 month to month on this plan. In addition to StandUp 100, customers will also be  
6 permitted to select one of Stand Up Wireless' alternative plans, which offer  
7 customers the opportunity to receive more text units and voice units. In addition  
8 to wholly-supported voice services, Stand Up Wireless will provide Lifeline  
9 customers with access to voice mail, caller I.D., call waiting services and E911  
10 capabilities at no cost. Unlike with traditional wireline plans, Stand Up Wireless'  
11 customers are not bound by a local calling area requirement; all Stand Up Wireless  
12 plans come with domestic long distance at no extra charge and exceptional  
13 nationwide digital coverage on the Nationwide Sprint PCS and Verizon Wireless  
14 Networks. Stand Up Wireless' prepaid offering will be an attractive alternative  
15 for consumers who need the mobility, security, and convenience of a wireless  
16 phone, but who are concerned about usage charges or long-term contracts.

17 **Q6: DOES STAND UP WIRELESS CURRENTLY CONTRIBUTE TO THE**  
18 **FUNDING FOR UNIVERSAL SERVICE?**

19 **A:** Stand Up Wireless does not currently provide service in South Carolina and  
20 therefore does not currently contribute to the federal or state Universal Service  
21 Funds ("USF") on behalf of South Carolina customers.

22 **Q7: DOES STAND UP WIRELESS CURRENTLY REMIT ENHANCED 911**  
23 **("E-911") FEES IN SOUTH CAROLINA?**

1     **A:**     Stand Up Wireless does not currently provide service in South Carolina, but when it  
2             does, the Company will remit applicable E-911 fees.

3     **Q8:   WHAT IS THE NATURE OF STAND UP WIRELESS' ETC**  
4             **DESIGNATION REQUEST?**

5     **A:**     Stand Up Wireless seeks ETC designation solely to provide Lifeline service to  
6             qualifying South Carolina consumers; it will not seek access to funds from the  
7             federal Universal Service Fund ("USF") for the purpose of participating in the  
8             Link-Up program or providing service to high cost areas.

9     **Q9:   DOES STAND UP WIRELESS MEET THE REQUIREMENTS FOR**  
10            **OBTAINING ETC DESIGNATION?**

11    **A:**     Yes. Stand Up Wireless meets the requirements for ETC designation contained in  
12             federal regulations as well as those enumerated in S.C. Code Regulation 103-690.  
13             Stand Up Wireless recognizes that Section 214(e)(1)(A) of the Act states that  
14             ETCs shall offer services, at least in part, over their own facilities and that the  
15             FCC's Rules (47 C.F.R. § 54.201(i)) prohibit state commissions from designating  
16             as an ETC a telecommunications carrier that offers services exclusively through  
17             the resale of another carrier's services. However, the FCC recently granted  
18             forbearance from enforcement of this facilities requirement to carriers seeking  
19             Lifeline-only ETC designation.<sup>1</sup> In accordance with the *Lifeline and Link Up*  
20             *Reform Order*, Stand Up Wireless filed a Compliance Plan with the FCC outlining  
21             the measures the Company will take to implement the obligations contained in the

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<sup>1</sup> See *In the Matter of Lifeline and Link Up Reform and Modernization, Lifeline and Link Up, Federal-State Joint Board on Universal Service, Advancing Broadband Availability Through Digital Literacy Training*, WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23, Report and Order and Further Notice of Proposed Rulemaking, FCC 12-11 (rel. Feb. 6, 2012) ("*Lifeline and Link Up Reform Order*") ¶ 368.

1       *Lifeline and Link Up Reform Order.* A copy of the Compliance Plan, which the  
2       FCC approved on May 25, 2012, is attached hereto as Exhibit 1. Stand Up  
3       Wireless commits to providing Lifeline service in South Carolina in accordance  
4       with the Compliance Plan.

5       **Q10: ARE STATES LEGALLY REQUIRED TO COMPLY WITH THE FCC'S**  
6       **GRANT OF FORBEARANCE?**

7       **A:** Yes. While I am not an attorney, I understand that when the FCC exercises its  
8       forbearance authority under Section 10 of the Act, it is binding on all state  
9       commissions. Section 10(e) of the Act provides: "[a] State commission may not  
10      continue to apply or enforce any provision of this chapter that the [Federal  
11      Communications] Commission has determined to forbear from applying under  
12      subsection (a) of this section." As such, this Commission may not apply the  
13      facilities-based requirement to Stand Up Wireless. Indeed, the Commission has  
14      the authority under Section 214(e)(2) of the Act to grant the Company's request  
15      for designation as an ETC throughout the State of South Carolina.

16      **Q11: HAS STAND UP WIRELESS BEEN DESIGNATED AS AN ETC IN ANY**  
17      **OTHER STATES?**

18      **A:** Stand Up Wireless has been designated as an ETC in Arkansas, Louisiana,  
19      Maryland, Michigan, Missouri and West Virginia and currently has applications for  
20      ETC designation pending with Georgia, Illinois, Kansas, Massachusetts,  
21      Minnesota, Pennsylvania, Puerto Rico, Washington and Wisconsin; no such  
22      petitions have been denied.

23      **Q12: WHAT FUNCTIONS WILL STAND UP WIRELESS OFFER TO**

**LIFELINE SUBSCRIBERS IF GRANTED ETC STATUS?**

**A:** Through its wholesale arrangements with Sprint/Verizon, Stand Up Wireless is able to provide all of the services and functionalities required by S.C. Code Reg. § 103-690.C(a) and Section 54.101(a) and Section 54.202(a) of the FCC's Rules:

a. *Voice-grade access to the public switched telephone network.*

Stand Up Wireless provides voice grade access to the public switched telephone network ("PSTN") through the purchase of wholesale CMRS services from Sprint/Verizon.

b. *Local usage.* As part of the voice grade access to the PSTN, an ETC must provide minutes of use for local service at no additional charge to end-users. It is important to note that currently, the FCC has not adopted any minimum local usage requirements. Stand Up Wireless offers a variety of rate plans that provide its customers with minutes of use for local service at no additional charge.

c. *Access to emergency services.* Stand Up Wireless provides 911 and E911 access for all of its customers to the extent the local government in its service area has implemented 911 or E911 systems, and will continue to comply with all FCC E911 requirements applicable to wireless resellers. Stand Up Wireless also complies with the FCC's regulations governing the deployment and availability of E911 compatible handsets.

d. *Toll limitation for qualifying low-income consumers.* Stand Up Wireless' service is not offered on a distance-sensitive basis and local and



1 domestic long distance minutes are treated the same. In the *Lifeline and*  
2 *Link Up Reform Order*, the FCC stated that toll limitation would no  
3 longer be deemed a supported service, and that ETCs are not required to  
4 offer toll limitation service to low-income consumers if the Lifeline  
5 offering provides a set amount of minutes that do not distinguish between  
6 toll and non-toll calls.

7 e. *Other Services.* While no longer required by 47 C.F.R.  
8 § 54.101(a), Stand Up Wireless provides dual tone multi-frequency  
9 (“DTMF”) signaling to expedite the transmission of call set up and call  
10 detail information throughout the network, single party service for the  
11 duration of each telephone call and not multi-party (or “party-line”)  
12 services, access to operator services, the ability to make interexchange, or  
13 long distance, telephone calls, and access to directory assistance services  
14 by dialing “411” from the provided wireless handsets.

15 **Q13: HOW QUICKLY WILL STAND UP WIRELESS BE ABLE TO PROVIDE**  
16 **LIFELINE SERVICE?**

17 **A:** Stand Up Wireless provides service in South Carolina by reselling service which it  
18 obtains from its underlying facilities-based providers. The underlying providers’  
19 networks are operational and largely built out. Thus, Stand Up Wireless will be  
20 able to commence offering its Lifeline service to all locations served by its  
21 underlying carriers very soon after receiving approval from the Commission.

22 **Q14: HOW RELIABLE IS STAND UP WIRELESS’ QUALITY OF SERVICE?**

23 **A:** As a reseller, Stand Up Wireless’ service is of the same quality and reliability as

1           that of its underlying carriers. To demonstrate its commitment to high service  
2           quality, Stand Up Wireless commits to comply with the Cellular  
3           Telecommunications and Internet Association's (CTIA) Consumer Code for  
4           Wireless Service.

5   **Q15: IS STAND UP WIRELESS ABLE TO REMAIN FUNCTIONAL IN**  
6   **EMERGENCY SITUATIONS?**

7   **A:** Yes. As a reseller, Stand Up Wireless relies on its underlying carrier,  
8           Sprint/Verizon, for operation in emergency situations. As a Tier I carrier,  
9           Sprint/Verizon has redundancies, back-up generator power and an extensive  
10          disaster recovery program.

11   **Q16: IS STAND UP WIRELESS FINANCIALLY AND TECHNICALLY**  
12   **CAPABLE OF PROVIDING LIFELINE-SUPPORTED SERVICES?**

13   **A:** Yes. Global Connection has been offering non-Lifeline and Lifeline wireline  
14          service since 1998 and began providing non-Lifeline and Lifeline-supported  
15          wireless service in April 2011. The Company generates substantial revenues from  
16          non-Lifeline services and has access to capital from its investors. The majority  
17          owner of Global Connection is Milestone Partners, a Pennsylvania private equity  
18          firm. Consequently, Global Connection has not relied, and will not be relying  
19          exclusively on Lifeline reimbursement for the Company's operating revenues. The  
20          Company has not been subject to enforcement sanctions or ETC revocation  
21          proceedings in any state. Furthermore, the senior management of Stand Up  
22          Wireless has great depth in the telecommunications industry and offers extensive  
23          telecommunications business technical and managerial expertise to the Company.

**Q17: HOW DOES STAND UP WIRELESS INTEND TO ADVERTISE THE  
AVAILABILITY OF THE SUPPORTED SERVICES?**

**A:** Stand Up Wireless will broadly advertise the availability and rates for its Lifeline services using media of general distribution as required by federal law and S.C. Code Reg. § 103-690.C(a)(1)(C)(7). The Company will advertise its services in a manner reasonably designed to reach those likely to qualify for Lifeline service, using mediums for outreach such as mass media, outreach events, and community and charitable involvement. Stand Up Wireless will provide retail vendors with signage to be displayed wherever Company products are sold, and with printed materials describing the Company's Lifeline program. Stand Up Wireless may also promote the availability of its Lifeline offerings by distributing brochures at various state and local social service agencies, and may partner with nonprofit assistance organizations in order to inform customers of the availability of its Lifeline services. In addition, in order to comply with the requirements of 103-690(C) of the Commission's rules, Stand Up Wireless submitted, as Exhibit 6 to its Application, a two-year plan that describes the Company's plans for advertising and outreach programs for identifying, qualifying, and enrolling eligible participants in the Lifeline program.

**Q18: WILL STAND UP WIRELESS COMPLY WITH THE LIFELINE  
CERTIFICATION AND VERIFICATION REQUIREMENTS?**

**A:** Yes. Stand Up Wireless will certify and verify consumer eligibility in accordance with the FCC's requirements and with applicable Commission rules. Stand Up Wireless will utilize use the FCC-mandated requirements for determining Lifeline

1 eligibility, and will utilize gross household income of no higher than 135% of  
2 Federal Poverty Guidelines as an income-based eligibility requirement.

3 **Q19: HAS STAND UP WIRELESS MADE ANY COMMITMENTS TO COMBAT**  
4 **WASTE, FRAUD AND ABUSE OF THE PROGRAM?**

5 **A:** Stand Up Wireless recognizes the importance of safeguarding the USF.  
6 Therefore, Stand Up Wireless will not seek reimbursement from the USF for  
7 inactive subscribers who have not used the service for a consecutive 60-day  
8 period. An account will be considered active if during any 60-day period the  
9 authorized subscriber does at least one of the following: makes a monthly  
10 payment; purchases minutes from the Company to add to an existing pre-paid  
11 Lifeline account; completes an outbound call; initiates an outbound SMS or data  
12 usage; answers an incoming call from anyone other than the Company, its  
13 representative, or agent; or affirmatively responds to a direct contact from the  
14 Company confirming that he or she wants to continue. Stand Up Wireless will  
15 provide the subscriber 30 days' notice, using clear, easily understood language,  
16 that the subscriber's failure to use the Lifeline service within the 30-day notice  
17 period will result in service termination for non-usage; such notice may be given  
18 after 30 days of non-usage.

19 **Q20: IN WHAT SERVICE AREAS IS STAND UP WIRELESS SEEKING**  
20 **DESIGNATION AS AN ETC?**

21 **A:** Stand Up Wireless requests designation as an ETC in the wire centers where it  
22 currently has network coverage, as detailed in Exhibit 8 of the Company's  
23 Application. Stand Up Wireless seeks only low-income Lifeline support from the

1 federal USF. Low-income support and high-cost support are very different, and  
2 the purpose of a cream-skimming analysis is to prevent a competitive ETC  
3 receiving high-cost support from targeting high density wire centers in a rural  
4 LEC service area to the detriment of the rural LEC. Accordingly, Stand Up  
5 Wireless requests that the Commission waive that portion of S.C. Code Reg. 103-  
6 690 requiring a “cream-skimming” analysis.

7 **Q21: WHAT ARE THE RATES AND TERMS OF STAND UP WIRELESS’**  
8 **LIFELINE SERVICE OFFERING?**

9 **A:** A description of Stand Up Wireless’ proposed Lifeline plans was attached to the  
10 Company’s Application as Exhibit 2, and demonstrated that customers will  
11 initially be able to choose from the following plans: StandUp 100 - Stand Up  
12 Wireless will provide qualified Lifeline customers with a monthly allotment of  
13 100 free anytime local and long distance minutes and 100 free SMS text  
14 messages, and all applicable taxes and fees will be included. Unused minutes and  
15 unused SMS text messages will rollover from month to month. StandUp 250 -  
16 Stand Up Wireless will provide qualified Lifeline customers with a monthly  
17 allotment of 250 free anytime local and long distance minutes, and all applicable  
18 taxes and fees will be included. Unused minutes will not rollover from month to  
19 month. StandUp 500 - Stand Up Wireless expects to provide qualified Lifeline  
20 customers with a monthly allotment of 500 anytime local and long distance  
21 minutes and 500 SMS text messages at a cost of \$14.95 per month, excluding  
22 applicable taxes and fees. Unused minutes and unused SMS text messages do not  
23 rollover from month to month in this plan. StandUp 1000 - Stand Up Wireless

1 expects to provide qualified Lifeline customers with a monthly allotment of 1000  
2 anytime local and long distance minutes and 1000 SMS text messages at a cost of  
3 \$29.95 per month, excluding applicable taxes and fees. Unused minutes and  
4 unused SMS text messages do not rollover from month to month in this plan.

5 StandUp Unlimited - Stand Up Wireless expects to provide qualified Lifeline  
6 customers with unlimited voice minutes for \$34.95 per month, excluding  
7 applicable taxes and fees; however this plan does not included SMS text  
8 messaging. Unused minutes do not rollover from month to month in this plan.

9 In addition to voice services, prepaid Lifeline customers will receive a free  
10 handset and the following Custom Calling features at no charge: Caller ID, Call  
11 Waiting, Call Forwarding, 3-Way Calling, and Voicemail. Customers may use  
12 their minutes to place domestic long distance calls at no additional charge. Calls  
13 to 911 emergency services are always free, and calls to Stand Up Wireless  
14 customer service made by customers via their Stand Up Wireless handset will not  
15 deplete the customer's available airtime. At this time additional credits may be  
16 purchased at the rate of \$5.00 for 40 credits; \$10.00 for 100 credit; \$20.00 for 250  
17 credits, \$30.00 for 500 credits; and \$50.00 for 1000 credits.

18 **Q22: HOW WILL CUSTOMERS SIGN UP FOR SERVICE?**

19 **A:** Customers interested in obtaining information on the Lifeline program will be  
20 directed to a toll-free telephone number and to the Company's website, which will  
21 contain information regarding the Company's Lifeline service plans, including a  
22 detailed description of the program and state-specific eligibility criteria.  
23 Customers may then request that a Lifeline enrollment form be mailed to them, or

1       they can download a form from the internet or retrieve a form in person. Stand  
2       Up Wireless' certification form will require all consumers, at sign up and annually  
3       thereafter, to provide the information and certifications, under penalty of perjury,  
4       required by revised CFR § 54.410(d).

5       **Q23: WILL CUSTOMERS BE REQUIRED TO PAY FOR HANDSETS?**

6       **A:** Stand Up Wireless' Lifeline customers will receive an E911-compliant wireless  
7       handset at no charge. All wireless handsets issued by the Company are capable of  
8       accessing 911 services without charge regardless of activation status and  
9       availability of minutes.

10      **Q24: HOW AND WHEN WILL THE MONTHLY ALLOTMENT OF MINUTES**  
11      **BE DELIVERED TO CUSTOMER HANDSETS?**

12      **A:** The Lifeline discount or allotment of minutes will be credited to the customer's  
13      account at the beginning of every 30-day cycle, which is initiated on their Lifeline  
14      activation date.

15      **Q25: HOW WILL CUSTOMERS COMMUNICATE WITH STAND UP**  
16      **WIRELESS REGARDING QUESTIONS, CONCERNS OR**  
17      **COMPLAINTS?**

18      **A:** Customers are able to contact the Company via a toll free number or by dialing  
19      611 from their Stand Up Wireless phone. They will also be able to contact  
20      Customer Care via the Company's website or by mail. Stand Up Wireless is  
21      committed to resolving customer questions, concerns and complaints in a swift  
22      and satisfactory manner.

23      **Q26: HOW IS STAND UP WIRELESS ADDRESSING THE CURRENT**

**ECONOMY?**

**A:** The benefits that Stand Up Wireless' Lifeline offering provides to low-income individuals are of great significance given the current economic downturn. According to the United States Bureau of Labor Statistics, South Carolina experienced an unemployment rate of 9.1 percent as of February 2012. The availability of a wireless telephone is often critical to unemployed South Carolina residents and their efforts to search for employment opportunities. A mobile telephone allows individuals to be reached at any time and location and enable them to respond to potential employers immediately. In addition, a mobile telephone allows low-wage individuals to remain in contact with their employers and supervisors, and to respond to requests to work additional hours.

**Q27: HOW WILL STAND UP WIRELESS' PRESENCE AS AN ETC IN SOUTH CAROLINA SERVE THE PUBLIC INTEREST?**

**A:** A central purpose of the Telecommunications Act of 1996 was to "promote competition and reduce regulation ... to secure lower prices and higher quality services ... and encourage the rapid deployment of new telecommunications technologies" to all citizens, regardless of geographic location or income.<sup>2</sup> Stand Up Wireless' Lifeline service will provide low-income South Carolina residents with the convenience and security offered by wireless services—even if their financial position deteriorates. Many low-income customers in South Carolina have yet to reap the full benefits of the intensely competitive wireless market. Whether because of financial constraints, poor credit history or intermittent employment, these consumers often lack the countless choices available to most

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<sup>2</sup> The Telecommunications Act of 1996, Pub. L. No. 104-104, 110 Stat. 56, 56 (1996).



1 consumers.

2 The public interest benefits of the Company's wireless service include  
3 larger local calling areas (as compared to traditional wireline carriers), the  
4 convenience and security afforded by mobile telephone service, the opportunity  
5 for customers to control cost by receiving a preset amount of monthly airtime at  
6 no charge, the ability to purchase additional usage at flexible and affordable  
7 amounts in the event that included usage has been exhausted, 911 service and,  
8 where available, E911 service in accordance with current FCC requirements.  
9 Without question, prepaid wireless services have become essential for low-  
10 income customers, providing them with value for their money, access to  
11 emergency services on wireless devices, and a reliable means of contact for  
12 prospective employers, social service agencies or dependents. Providing Stand  
13 Up Wireless with the authority necessary to offer discounted Lifeline services to  
14 those most in danger of losing wireless service altogether undoubtedly promotes  
15 the public interest.

16 **Q28: WHAT ARE SOME OF THE BENEFITS OF INCREASED**  
17 **COMPETITIVE CHOICE?**

18 **A:** Introducing Stand Up Wireless into the market as an additional wireless ETC  
19 provider will afford low income South Carolina residents a wider choice of  
20 providers and available services while creating a competitive marketplace as  
21 ETCs compete for a finite number of Lifeline-eligible customers. Increasing the  
22 competitive marketplace of providers has the potential to effectively increase the  
23 penetration rate and reduce the number of individuals not connected to the PSTN,

1 while helping to assure that quality services are available at just, reasonable, and  
2 affordable rates. According to USAC, as of December 2010 fewer than 20% of  
3 consumers eligible for Lifeline Services in the State of South Carolina were being  
4 provided such services.<sup>3</sup> Stand Up Wireless expects that qualified consumers will  
5 elect to participate in Lifeline if they are aware of a wireless option, and that the  
6 availability of competing Lifeline programs will encourage greater participation  
7 in the Lifeline program.

8 **Q29: IF STAND UP WIRELESS' PETITION IS GRANTED, WILL THERE BE**  
9 **ANY FINANCIAL IMPACT ON THE UNIVERSAL SERVICE FUND?**

10 **A:** With Lifeline, ETCs only receive support for customers they obtain. The amount  
11 of support available to an eligible subscriber is exactly the same whether the  
12 support is given through a company such as Stand Up Wireless or the Incumbent  
13 LEC operating in the same service area. Stand Up Wireless will only increase the  
14 amount of USF Lifeline funding in situations where it obtains Lifeline customers  
15 not enrolled in another ETC's Lifeline program. By implementing the safeguards  
16 set forth in the *Lifeline and Link-up Reform Order*, Stand Up Wireless will  
17 minimize the likelihood that its customers are not eligible or are receiving  
18 duplicative support either individually or within their household. Significantly,  
19 Stand Up Wireless' designation as an ETC will not increase the number of persons  
20 eligible for Lifeline support. Stand Up Wireless' ability to increase the Lifeline  
21 participation rate of qualified low-income individuals will further the goal of  
22 Congress to provide all individuals with affordable access to telecommunications  
23 service, and thus any incremental increases in Lifeline expenditures are far

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<sup>3</sup> See Exhibit 7 of the Company's Application.

1           outweighed by the significant public interest benefits of expanding the availability  
2           of affordable wireless services to low-income consumers.

3   **Q30: DOES STAND UP WIRELESS AGREE TO COMPLY WITH ALL**  
4   **COMMISSION RULES AND REGULATIONS REGARDING ETC?**

5   **A:**   Yes. Stand Up Wireless hereby asserts its willingness and ability to comply with  
6           all the rules and regulations that the Commission may lawfully impose upon the  
7           Company's provision of service contemplated by its application for ETC  
8           designation, including regulations regarding designation of an ETC found in S.C.  
9           Code Reg. 103-690 and Annual Reporting Requirements for ETCs found in S.C.  
10          Code Reg. 103-690.1.

11   **Q31: IS THERE ANYTHING ELSE YOU WOULD LIKE TO ADD TO YOUR**  
12   **TESTIMONY?**

13   **A:**   Yes. Based on my testimony above, I would like to reiterate that Stand Up  
14           Wireless meets all legal requirements for designation as an ETC. Accordingly,  
15           the South Carolina Public Utilities Commission should unconditionally and  
16           promptly grant Stand Up Wireless' application for designation as an ETC so that  
17           the Company may commence providing Lifeline service to qualified low-income  
18           South Carolina households at the earliest possible time.

## **EXHIBIT 1**



# PUBLIC NOTICE

Federal Communications Commission  
445 12<sup>th</sup> St., S.W.  
Washington, D.C. 20554

News Media Information 202 / 418-0500  
Internet: <http://www.fcc.gov>  
TTY: 1-888-835-5322

DA 12-828

Release Date: May 25, 2012

## WIRELINE COMPETITION BUREAU APPROVES THE COMPLIANCE PLANS OF AMERICAN BROADBAND & TELECOMMUNICATIONS, BUDGET PREPAY, CONSUMER CELLULAR, GLOBAL CONNECTION, TERRACOM AND TOTAL CALL

WC Docket Nos. 09-197 and 11-42

The Wireline Competition Bureau (Bureau) approves compliance plans of six telecommunications carriers: American Broadband & Telecommunications; Budget Prepay, Inc.; Consumer Cellular, Inc.; Global Connection, Inc. of America; TerraCom, Inc.; and Total Call Mobile, Inc. filed pursuant to the *Lifeline Reform Order* as a condition of obtaining forbearance from the facilities requirement of the Communications Act of 1934, as amended (the Act), for the provision of Lifeline service.<sup>1</sup>

The Act provides that in order to be designated as an eligible telecommunications carrier for the purpose of universal service support, a carrier must “offer the services that are supported by Federal universal service support mechanisms . . . either using its own facilities or a combination of its own facilities and resale of another carrier’s services . . . .”<sup>2</sup> The Commission recently amended its rules to define voice telephony as the supported service and removed directory assistance and operator services, among other things, from the list of supported services.<sup>3</sup> As a result of these amendments, many Lifeline-only ETCs that previously met the facilities requirement by relying on operator services, directory assistance or other previously supported services no longer meet the facilities requirement of the Act.<sup>4</sup> In the *Lifeline Reform Order*, the Commission found that a grant of blanket forbearance of the facilities

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<sup>1</sup> See *Lifeline and Link Up Reform and Modernization et al*, WC Docket No. 11-42 *et al.*, Report and Order and Further Notice of Proposed Rulemaking, FCC 12-11, at paras. 379-380 (rel. Feb. 6, 2012) (*Lifeline Reform Order*). A list of the compliance plans approved through this Public Notice can be found in the Appendix to this Public Notice.

<sup>2</sup> 47 U.S.C. § 214(e)(1)(A).

<sup>3</sup> See *Connect America Fund*, WC Docket No. 10-90 *et al.*, Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd 17663, 17692-93, paras. 77-78, 80 (2011) (*USF/ICC Transformation Order*); *pets. for review pending sub nom. In re: FCC 11-161*, No. 11-9900 (10th Cir. filed Dec. 8, 2011); *Connect America Fund*, WC Docket No. 10-90 *et al.*, Order on Reconsideration, 26 FCC Rcd 17633, 17634-35, para. 4 (2011) (*USF/ICC Transformation Order on Reconsideration*).

<sup>4</sup> See *Lifeline Reform Order*, FCC 12-11, at para. 366, App. A; *USF/ICC Transformation Order on Reconsideration* at para. 4. Some ETCs have included language in their compliance plans indicating that they have facilities or plan to acquire facilities in the future. See, e.g., Budget PrePay, Inc. Petition for Designation as an Eligible Telecommunications Carrier, WC Docket Nos. 09-197 and 11-42, Compliance Plan of Budget PrePay, Inc. at 3 n. 6 (filed May 1, 2012). To the extent ETCs seek to avail themselves of the conditional forbearance relief established in the *Lifeline Reform Order*, we presume they lack facilities to provide the supported service under section 54.101 and 54.401 of the Commission’s rules. See 47 C.F.R. §§ 54.101 and 54.401. Such ETCs must comply with the compliance plan approved herein in each state or territory where they are designated as an ETC, regardless of their claim of facilities for other purposes, such as eligibility for state universal service funding.

requirement, subject to certain public safety and compliance obligations, is appropriate for carriers seeking to provide Lifeline-only service.<sup>5</sup> Therefore, in the *Lifeline Reform Order*, the Commission conditionally granted forbearance from the Act's facilities requirement to all telecommunications carriers seeking Lifeline-only ETC designation, subject to the following conditions: (1) compliance with certain 911 and enhanced 911 (E911) public safety requirements; and (2) Bureau approval of a compliance plan providing specific information regarding the carrier and its service offerings and outlining the measures the carrier will take to implement the obligations contained in the *Order*.<sup>6</sup>

The Bureau has reviewed the compliance plans listed in the Appendix for conformance with the *Lifeline Reform Order*, and now approves those six compliance plans.<sup>7</sup>

Filings, including the Compliance Plans identified in the Appendix, and comments are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, S.W., Room CY-A257, Washington, D.C. 20554. They may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc., Portals II, 445 12<sup>th</sup> Street, S.W., Room CY-B402, Washington, D.C. 20554, telephone: (202) 488-5300, fax: (202) 448-5563, or via email [www.bcpweb.com](http://www.bcpweb.com).

People with Disabilities: To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer & Governmental Affairs Bureau at (202) 418-7400 or TTY (202) 418-0484.

For further information, please contact Divya Shenoy, Telecommunications Access Policy Division, Wireline Competition Bureau at (202) 418-7400 or TTY (202) 418-0484.

- FCC -

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<sup>5</sup> See *Lifeline Reform Order*, FCC 12-11 at paras. 368-381.

<sup>6</sup> See *id.* at paras. 373 and 389. Subsequently, the Bureau provided guidance for carriers submitting compliance plans pursuant to the *Lifeline Reform Order*. *Wireline Competition Bureau Provides Guidance for the Submission of Compliance Plans Pursuant to the Lifeline Reform Order*, WC Docket Nos. 09-197 and 11-42, Public Notice, 27 FCC Rcd 2186 (Wireline Comp. Bur. 2012).

<sup>7</sup> The Commission has not acted on any pending ETC petitions filed by these carriers, and this Public Notice only approves the compliance plans of the carriers listed above. While these compliance plans contain information on each carrier's Lifeline offering, we leave it to the designating authority to determine whether or not the carrier's Lifeline offerings are sufficient to serve consumers. See *Lifeline Reform Order*, FCC 12-11 at paras. 50 and 387.

### Appendix

<b>Petitioner</b>	<b>Compliance Plans As Captioned by Petitioner</b>	<b>Date of Filing</b>	<b>Docket Numbers</b>
American Broadband & Telecommunications	American Broadband & Telecommunications Revised Compliance Plan	April 27, 2012	09-197; 11-42
Budget PrePay, Inc.	Compliance Plan of Budget PrePay, Inc.	May 1, 2012	09-197; 11-42
Consumer Cellular, Inc.	Consumer Cellular Amended Revised Compliance Plan	April 18, 2012	09-197; 11-42
Global Connection, Inc. of America	Global Connection Inc. of America Compliance Plan	April 30, 2012	09-197; 11-42
TerraCom, Inc.	TerraCom, Inc. Second Revised Blanket Forbearance Compliance Plan	May 1, 2012	09-197; 11-42
Total Call Mobile, Inc.	Total Call, Inc. Revised Compliance Plan	May 17, 2012	09-197; 11-42

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April 30, 2012

**VIA ECFS**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, DC 20554

Re: Global Connection Inc. of America Compliance Plan; WC Docket Nos.  
09-197, 11-42

Dear Ms. Dortch:

On March 8, 2012, Global Connection Inc. of America ("Global Connection") submitted its Compliance Plan outlining the measures it will take to implement the conditions imposed by the Commission in its *Lifeline Reform Order*.<sup>1</sup> On April 10, 2012, Global Connection submitted a revised version with a minor revision to its Model Application/Certification Form, included as Exhibit A to its Compliance Plan. Based on a meeting with Commission staff, Global Connection has further revised and supplemented its compliance plan.

Global Connection has revised its Compliance Plan to: 1) confirm in footnote 3 that Global Connection will follow the requirements of its Compliance Plan in all states where it provides Lifeline service and receives reimbursements from the federal Low-Income fund; 2) provide additional detail regarding Global Connection's enrollment process, Company personnel training and potential fraud detection in Sections I.B. and I.F.; 4) provide additional detail regarding Global Connection's handset activation policy in Section I.E.; and 5) revise the agent use box in the Application/Certification Form in Exhibit A.

<sup>1</sup> See *Lifeline and Link Up Reform and Modernization, Lifeline and Link Up, Federal-State Joint Board on Universal Service, Advancing Broadband Availability Through Digital Literacy Training*, WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23, Report And Order and Further Notice Of Proposed Rulemaking, FCC 12-11 (Feb. 6, 2012).



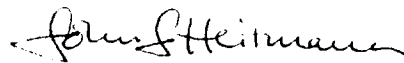
**KELLEY DRYE & WARREN LLP**

Marlene H. Dortch, Secretary  
April 30, 2012  
Page Two

Global Connection hereby re-submits its complete Compliance Plan with the above revisions. Based on the minor nature of these changes, Global Connection reiterates its request for expeditious approval of its Compliance Plan.

This letter and revised Compliance Plan is being filed electronically for inclusion in the public record of the above-referenced proceedings. Please feel free to contact the undersigned with any questions.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "John J. Heitmann".

John J. Heitmann  
Joshua T. Guyan

*Counsel to Global Connection Inc. of America*

cc: Kim Scardino  
Divya Shenoy  
Charles Tyler  
Garnet Hanly  
Alex Minard

**BEFORE THE  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554**

In the Matter of  Telecommunications Carriers Eligible to Receive Universal Service Support  Lifeline and Link Up Reform and Modernization  Global Connection Inc. of America	WC Docket No. 09-197  WC Docket No. 11-42
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**GLOBAL CONNECTION INC. OF AMERICA COMPLIANCE PLAN**

Global Connection Inc. of America ( “Global Connection” or the “Company”),<sup>1</sup>  
through its undersigned counsel, hereby respectfully submits and requests expeditious  
approval of its Compliance Plan outlining the measures it will take to implement the  
conditions imposed by the Commission in its *Lifeline Reform Order*.<sup>2</sup>

The Company commends the Commission’s commitment to a nationwide  
communications system that promotes the safety and welfare of all Americans, including

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<sup>1</sup> The Company hereby also reports its corporate and trade names, identifiers, and  
its holding company, operating companies and affiliates as: Stand Up Wireless  
(dba), and Global Connection Holdings Corporation (holding company). This  
Compliance Plan applies only to Global Connection’s wireless Lifeline service  
offerings.

<sup>2</sup> See *Lifeline and Link Up Reform and Modernization, Lifeline and Link Up,  
Federal-State Joint Board on Universal Service, Advancing Broadband  
Availability Through Digital Literacy Training*, WC Docket No. 11-42, WC  
Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23, Report And  
Order and Further Notice Of Proposed Rulemaking, FCC 12-11 (Feb. 6, 2012)  
 (“*Lifeline Reform Order*”). The Company herein submits the information  
required by the Compliance Plan Public Notice. See *Wireline Competition  
Bureau Provides Guidance for the Submission of Compliance Plans Pursuant to  
the Lifeline Reform Order*, WC Docket Nos. 09-197, 11-42, Public Notice, DA  
12-314 (rel. Feb. 29, 2012).

Lifeline customers. Global Connection will comply with 911 requirements as described below and it is submitting this Compliance Plan in order to qualify for blanket forbearance from the facilities requirement of section 214(e)(1)(A) of the Communications Act and participate as an eligible telecommunications carrier (“ETC”) in the Lifeline program.<sup>3</sup>

Global Connection will comply fully with all conditions set forth in the *Lifeline Reform Order*, as well as with the Commission’s Lifeline rules and policies more generally.<sup>4</sup> This Compliance Plan describes the specific measures that the Company intends to implement to achieve these objectives. Specifically, this Compliance Plan: (1) describes the specific measures that the Global Connection will take to implement the obligations contained in the *Lifeline Reform Order*, including the procedures the Company follows in enrolling a subscriber in Lifeline and submitting for reimbursement for that subscriber from the low income fund, materials related to initial and ongoing certifications and sample marketing materials; and (2) provides a detailed description of how Global Connection offers Lifeline services, the geographic areas in which it offers services, and a detailed description of the Company’s Lifeline service plan offerings.

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<sup>3</sup> See *Lifeline Reform Order*, ¶ 368. Although Global Connection qualifies for and seeks to avail itself of the Commission’s grant of forbearance from the facilities requirement of section 214(e)(1)(A) for purposes of the federal Lifeline program, the Company reserves the right to demonstrate to a state public utilities commission that it provides service using its own facilities in a state for purposes of state universal service funding under state program rules and requirements. Global Connection will follow the requirements of the Commission’s Lifeline rules and this Compliance Plan in all states in which it provides Lifeline service and receives reimbursements from the federal Low-Income fund.

<sup>4</sup> In addition, this Compliance Plan is consistent with the compliance plan filed by Cricket Communications, Inc. See Notice of *Ex Parte* Communication of Cricket Communications, Inc., WC Docket No. 09-197 (Sept. 23, 2011) (“Cricket Compliance Plan”). The Wireline Competition Bureau approved the Cricket Compliance Plan on February 7, 2012. See *Telecommunications Carriers Eligible for Universal Service Support*, Cricket Communications, Inc. Petition for Forbearance, WC Docket No. 09-197, Order, DA 12-158 (Feb. 7, 2012).

### **ACCESS TO 911 AND E911 SERVICES**<sup>5</sup>

Pursuant to the *Lifeline Reform Order*, forbearance is conditioned upon the Company: (1) providing its Lifeline subscribers with 911 and E911 access, regardless of activation status and availability of minutes; and (2) providing its Lifeline subscribers with E911-compliant handsets and replacing, at no additional charge to the subscriber, noncompliant handsets of Lifeline-eligible subscribers who obtain Lifeline-supported services.<sup>6</sup> The Company will comply with these conditions starting on the effective date of the *Lifeline Reform Order*.

The Company will provide its Lifeline customers with access to 911 and E911 services immediately upon activation of service. The Commission and consumers are hereby assured that all Company customers will have available access to emergency calling services at the time that Lifeline service is initiated, and that such 911 and E911 access will be available from Company handsets, even if the account associated with the handset has no minutes remaining.

Global Connection's existing practices currently provide access to 911 and E911 services for all customers. The Company uses Sprint and Verizon Wireless as its underlying network provider/carrier. Sprint and Verizon Wireless route 911 calls from the Company's customers in the same manner as 911 calls from their own retail customers. To the extent that Sprint or Verizon Wireless is certified in a given PSAP territory, this 911 capability will function the same for the Company. Global Connection also currently enables 911 emergency calling services for all properly activated handsets regardless of whether the account associated with the handset is active or suspended.

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<sup>5</sup> See Compliance Plan Public Notice at 3.

<sup>6</sup> See *Lifeline Reform Order*, ¶ 373.

Finally, Global Connection transmits all 911 calls initiated from any of its handsets even if the account associated with the handset has no remaining minutes.

**E911-Compliant Handsets.** Global Connection will ensure that all handsets used in connection with the Lifeline service offering are E911-compliant. In point of fact, the Company's phones have always been and will continue to be 911 and E911-compliant. The Company uses phones from BDI Logistics LLC that have been through a stringent certification process, which ensures that the handset models used meet all 911 and E911 requirements. As a result, any existing customer that qualifies for and elects Lifeline service will already have a 911/E911-compliant handset, which will be confirmed at the time of enrollment in the Lifeline program. Any new customer that qualifies for and enrolls in the Lifeline program is assured of receiving a 911/E911-compliant handset as well, free of charge.

### **COMPLIANCE PLAN**

#### **I. PROCEDURES TO ENROLL A SUBSCRIBER IN LIFELINE<sup>7</sup>**

##### **A. Policy**

Global Connection will comply with the uniform eligibility criteria established in new section 54.409 of the Commission's rules (when it becomes effective on June 1, 2012), as well as any additional certification and verification requirements for Lifeline eligibility in states where the Company is designated as an ETC.

Therefore, all subscribers will be required to demonstrate eligibility based at least on: (1) household income at or below 135% of the Federal Poverty Guidelines for a

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<sup>7</sup> See Compliance Plan Public Notice at 3.

household of that size; or (2) the household's participation in one of the federal assistance programs listed in new sections 54.409(a)(2) or 54.409(a)(3) of the Commission's rules. In addition, through the certification requirements described below, the Company will confirm that the subscriber is not already receiving a Lifeline service and no one else in the subscriber's household is subscribed to a Lifeline service.

#### **B. Eligibility Determination**

More than 90 percent of Global Connection's customer enrollment is done in-person at events hosted by the Company, as opposed to over the phone or the Internet. At such events, Global Connection requires all prospective customers to show a valid government-issued photo identification, which is electronically scanned to detect alterations. Each prospective customer is checked against Global Connection's internal database in real-time to ensure that the customer does not already receive a Lifeline benefit from the Company before the customer is enrolled.

As discussed in further detail in Section I.F. below, all employees or agents ("Company personnel") that conduct such in-person enrollments are trained regarding the eligibility and certification requirements in the *Lifeline Reform Order* and this Compliance Plan, including the one-per-household requirement, and told to inform potential customers of those requirements. New Company personnel undergo an initial mandatory training session where they are given training materials, as well as shown visual examples of documents acceptable to demonstrate eligibility for the Lifeline program.

If Global Connection cannot determine a prospective subscriber's eligibility for Lifeline by accessing income databases or program eligibility databases, Company

personnel will review documentation establishing eligibility pursuant to the Lifeline rules.<sup>8</sup> All personnel who interact with current or prospective customers will be trained to assist Lifeline applicants in determining whether they are eligible to participate based on the federal and state-specific income-based and/or program-based criteria. These personnel will be trained to answer questions about Lifeline eligibility, and will review required documentation to determine whether it satisfies the *Lifeline Reform Order* and state-specific eligibility requirements using state-specific checklists.<sup>9</sup>

Proof of Eligibility. Company personnel will be trained on acceptable documentation required to establish income-based and program-based eligibility.<sup>10</sup> Acceptable documentation of program eligibility includes: (1) the current or prior year's statement of benefits from a qualifying state, federal or Tribal program; (2) a notice letter of participation in a qualifying state, federal or Tribal program; (3) program participation documents (e.g., the consumer's Supplemental Nutrition Assistance Program (SNAP) electronic benefit transfer card or Medicaid participation card (or copy thereof)); or (4) another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.<sup>11</sup>

Acceptable documentation of income eligibility includes the prior year's state, federal, or Tribal tax return; current income statement from an employer or paycheck stub; a Social Security statement of benefits; a Veterans Administration statement of benefits; a retirement/pension statement of benefits; an Unemployment/Workmen's

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<sup>8</sup> See *Lifeline Reform Order*, ¶ 100; section 54.410(b)(1)(i)(B), 54.410(c)(1)(i)(B); Cricket Compliance Plan at 4.

<sup>9</sup> See Cricket Compliance Plan at 6.

<sup>10</sup> See *Lifeline Reform Order*, ¶ 101.

<sup>11</sup> *Id.* and section 54.410(c)(1)(i)(B).

Compensation statement of benefits; federal or Tribal notice letter of participation in General Assistance; or a divorce decree, child support award, or other official document containing income information for at least three months time.<sup>12</sup>

Company personnel will examine this documentation for each Lifeline applicant, and will record the type of documentation used to satisfy the income- or program-based criteria by checking the appropriate box on the application form.<sup>13</sup> The Company will not retain a copy of this documentation.<sup>14</sup> Where the Company personnel conclude that proffered documentation is insufficient to establish such eligibility, Global Connection will deny the associated application and inform the applicant of the reason for such rejection.<sup>15</sup> In the event that Company personnel cannot ascertain whether documentation of a specific type is sufficient to establish an applicant's eligibility, the matter will be escalated to supervisory personnel.<sup>16</sup>

De-Enrollment for Ineligibility. If Global Connection has a reasonable basis to believe that one of its Lifeline subscribers no longer meets the eligibility criteria, the Company will notify the subscriber of impending termination in writing and in compliance with any state dispute resolution procedures applicable to Lifeline termination, and give the subscriber 30 days to demonstrate continued eligibility.<sup>17</sup> A demonstration of eligibility must comply with the annual verification procedures below and found in new rule section 54.410(f), including the submission of a certification form.

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<sup>12</sup> See *Lifeline Reform Order*, ¶101; section 54.410.(b)(1)(i)(B).

<sup>13</sup> See *Lifeline Reform Order*, ¶101; sections 54.410(b)(1)(iii), 54.410(c)(1)(iii).

<sup>14</sup> See *Lifeline Reform Order*, ¶101; sections 54.410(b)(1)(ii), 54.410(c)(1)(ii).

<sup>15</sup> See Cricket Compliance Plan at 6.

<sup>16</sup> See *id.*

<sup>17</sup> See *Lifeline Reform Order*, ¶ 143; section 54.405(e)(1).



### C. Subscriber Certifications for Enrollment

Global Connection will implement certification policies and procedures that enable consumers to demonstrate their eligibility for Lifeline assistance to Company personnel as detailed in the *Lifeline Reform Order*, together with any additional state certification requirements.<sup>18</sup> The Company shares the Commission's concern about abuse of the Lifeline program and is thus committed to the safeguards stated herein, with the belief that these procedures will prevent the Company's customers from engaging in such abuse of the program, inadvertently or intentionally.<sup>19</sup> Every applicant will be required to complete an application/certification form containing disclosures, and collecting certain information and certifications as discussed below.<sup>20</sup> Applicants that do not complete the form in person will be required to return the signed application/certification to the Company by mail, facsimile, electronic mail or other electronic transmission. In addition, Company personnel will verbally explain the certifications to consumers when they are enrolling in person or over the phone.<sup>21</sup>

Disclosures. The Company's application and certification forms will include the following disclosures: (1) Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program; (2) only one Lifeline service is available per household; (3) a household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses; (4) a

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<sup>18</sup> *Lifeline Reform Order*, ¶ 61; section 54.410(a).

<sup>19</sup> See Cricket Compliance Plan at 3.

<sup>20</sup> See Model Application/Certification Form, included as Exhibit A. See Compliance Plan Public Notice at 3.

<sup>21</sup> See *Lifeline Reform Order*, ¶ 123.

household is not permitted to receive Lifeline benefits from multiple providers; (5) violation of the one-per-household limitation constitutes a violation of the Commission's rules and will result in the applicant's de-enrollment from the program; and (6) Lifeline is a non-transferable benefit and the applicant may not transfer his or her benefit to any other person.<sup>22</sup>

Applications and certification forms will also state that: (1) the service is a Lifeline service, (2) Lifeline is a government assistance program, and (3) only eligible consumers may enroll in the program.<sup>23</sup>

In addition, the Company will notify the applicant that the prepaid service must be personally activated by the subscriber and the service will be deactivated and the subscriber de-enrolled if the subscriber does not use the service for 60 days.<sup>24</sup>

Information Collection. The Company will also collect the following information from the applicant in the application/certification form: (1) the applicant's full name;<sup>25</sup> (2) the applicant's full residential address (P.O. Box is not sufficient<sup>26</sup>); (3) whether the applicant's residential address is permanent or temporary; (4) the applicant's billing address, if different from the applicant's residential address; (5) the applicant's date of birth; (6) the last four digits of the applicant's Social Security number (or the applicant's Tribal identification number, if the subscriber is a member of a Tribal nation and does not have a Social Security number); (7) if the applicant is seeking to qualify for Lifeline under the program-based criteria, the name of the qualifying assistance program from

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<sup>22</sup> See *id.*, ¶ 121; section 54.410(d)(1).

<sup>23</sup> See section 54.405(c).

<sup>24</sup> See *Lifeline Reform Order*, ¶ 114.

<sup>25</sup> See Cricket Compliance Plan at 4.

<sup>26</sup> See *Lifeline Reform Order*, ¶ 87.

which the applicant, his or her dependents, or his or her household receives benefits;<sup>27</sup> and (8) if the applicant is seeking to qualify for Lifeline under the income-based criterion, the number of individuals in his or her household.<sup>28</sup>

Applicant Certification. Consistent with new rule section 54.410(d)(3), the Company will require the applicant to certify, under penalty of perjury, in writing or by electronic signature or interactive voice response recording,<sup>29</sup> the following: (1) the applicant meets the income-based or program-based eligibility criteria for receiving Lifeline; (2) the applicant will notify the Company within 30 days if for any reason he or she no longer satisfies the criteria for receiving Lifeline including, as relevant, if the applicant no longer meets the income-based or program-based criteria for receiving Lifeline support, the applicant is receiving more than one Lifeline benefit, or another member of the applicant's household is receiving a Lifeline benefit; (3) if the applicant is seeking to qualify for Lifeline as an eligible resident of Tribal lands, he or she lives on Tribal lands; (4) if the applicant moves to a new address, he or she will provide that new address to the Company within 30 days; (5) if the applicant provided a temporary residential address to the Company, the applicant will be required to verify his or her temporary residential address every 90 days; (6) the applicant's household will receive only one Lifeline service and, to the best of the applicant's knowledge, the applicant's household is not already receiving a Lifeline service;<sup>30</sup> (7) the information contained in the applicant's certification form is true and correct to the best of the applicant's

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<sup>27</sup> See Cricket Compliance Plan at 4.

<sup>28</sup> See section 54.410(d)(2). See Cricket Compliance Plan at 4.

<sup>29</sup> See *Lifeline Reform Order*. ¶¶ 168-69; section 54.419.

<sup>30</sup> See Cricket Compliance Plan at 4.

knowledge;<sup>31</sup> (8) the applicant acknowledges that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and (9) the applicant acknowledges that the applicant may be required to re-certify his or her continued eligibility for Lifeline at any time, and the applicant's failure to re-certify as to the applicant's continued eligibility will result in de-enrollment and the termination of the applicant's Lifeline benefits pursuant to the de-enrollment policy included below and in the Commission's rules.

In addition, the applicant will be required to authorize Global Connection to access any records required to verify the applicant's statements on the application/certification form and to confirm the applicant's eligibility for the Company Lifeline credit.<sup>32</sup> The applicant must also authorize the Company to release any records required for the administration of the Company Lifeline credit program, including to USAC to be used in a Lifeline program database.<sup>33</sup>

#### **D. Annual Verification Procedures**

Global Connection will annually re-certify all subscribers by querying the appropriate eligibility databases or obtaining a signed certification from each subscriber consistent with the certification requirements above and new section 54.410(d) of the Commission's rules. This certification will include a confirmation that the applicant's household will receive only one Lifeline service and, to the best of the subscriber's

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<sup>31</sup> See *id.* at 5.

<sup>32</sup> See *id.*

<sup>33</sup> See Section 54.404(b)(9). The application/certification form will also describe the information that will be transmitted, that the information is being transmitted to USAC to ensure the proper administration of the Lifeline program and that failure to provide consent will result in the applicant being denied the Lifeline service. See *id.* See also Cricket Compliance Plan at 5.

knowledge, the subscriber's household is receiving no more than one Lifeline service.<sup>34</sup>

Further, the verification materials will inform the subscriber that he or she is being contacted to re-certify his or her continuing eligibility for Lifeline and if the subscriber fails to respond, he or she will be de-enrolled in the program.<sup>35</sup>

2012 Verification. Global Connection will re-certify the eligibility of each of its existing subscribers as of June 1, 2012 on a rolling basis by the end of 2012 and report the results to USAC by January 31, 2013.<sup>36</sup> The Company will contact its subscribers via text message to their Lifeline supported telephone, or by mail, phone, email or other Internet communication. The notice will explain the actions the customer must take to retain Lifeline benefits, when Lifeline benefits may be terminated, and how to contact the Company.

Verification De-Enrollment. Global Connection will de-enroll subscribers that do not respond to the annual verification or fail to provide the required certification.<sup>37</sup> The Company will give subscribers 30 days to respond to the annual verification inquiry. If the subscriber does not respond, the Company will send a separate written notice explaining that failure to respond within 30 days will result in the subscriber's de-enrollment from the Lifeline program. If the subscriber does not respond within 30 days, the Company will de-enroll the subscriber within five business days.

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<sup>34</sup> See *Lifeline Reform Order*, ¶ 120 and Cricket Compliance Plan at 8.

<sup>35</sup> See *Lifeline Reform Order*, ¶ 145.

<sup>36</sup> See *id.*, ¶ 130.

<sup>37</sup> See *Lifeline Reform Order*, ¶ 142; section 54.54.405(e)(4).

### **E. Activation and Non-Usage**

Global Connection will not consider a prepaid subscriber activated, and will not seek reimbursement for Lifeline for that subscriber, until the subscriber activates the Company's prepaid service by dialing a specified dedicated number from their Global Connection-issued handset.<sup>38</sup> For enrollments at in-person events, the Lifeline application and certifications are tied to a phone number for the handset that is provided to the new Lifeline customer. The customer activates the phone in-person with the Company personnel on site. For enrollments that are over the phone or through the Internet, the phones are shipped directly to the eligible customer. The customer must sign for the phone and then use it to call the dedicated Global Connection number provided to activate the phone.

In addition, after service activation, the Company will provide a de-enrollment notice to subscribers that have not used their service for 60 days. After 60 days of non-use, the Company will provide notice to the subscriber that failure to use the Lifeline service within a 30-day notice period will result in de-enrollment.<sup>39</sup> Subscribers can "use" the service by: (1) completing an outbound call; (2) purchasing minutes from the Company to add to the subscriber's plan; (3) answering an incoming call from a party other than the Company; or (4) responding to a direct contact from the Company and confirming that the subscriber wants to continue receiving the service.<sup>40</sup>

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<sup>38</sup> See *Lifeline Reform Order*, ¶ 257; section 54.407(c)(1).

<sup>39</sup> See *Lifeline Reform Order*, ¶ 257; section 54.405(c)(3). See Cricket Compliance Plan at 2 (stating that it did not need to implement a non-usage policy because it offered only plans with unlimited local and long distance calling).

<sup>40</sup> See *Lifeline Reform Order*, ¶ 261; section 54.407(c)(2).

If the subscriber does not respond to the notice, the subscriber will be de-enrolled and the Company will not request further Lifeline reimbursement for the subscriber. Global Connection will report annually to the Commission the number of subscribers de-enrolled for non-usage by month.<sup>41</sup>

**F. Additional Measures to Prevent Waste, Fraud and Abuse**

To supplement its verification and certification procedures, and to better ensure that customers understand the Lifeline service restrictions with respect to duplicates, Global Connection will implement measures and procedures to prevent duplicate Lifeline benefits being awarded to the same household. These measures entail additional emphasis in written disclosures as well as live due diligence.<sup>42</sup>

In addition to checking the database when it becomes available, Company personnel emphasize the “one Lifeline phone per household” restriction in their direct sales contacts with potential customers.<sup>43</sup> Training materials include a discussion of the limitation to one Lifeline phone per household, and the need to ensure that the customer is informed of this restriction.<sup>44</sup> All customer-facing employees and agents must demonstrate understanding of the Commission’s and Global Connection’s rules and policies by completing the Company’s Lifeline training and pass a Company issued exam. The training will be updated as needed, but at least every 90 days. Further, Global Connection employs a dedicated compliance officer to oversee training and compliance matters.

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<sup>41</sup> See *Lifeline Reform Order*, ¶ 257; section 54.405(e)(3).

<sup>42</sup> See Cricket Compliance Plan at 9.

<sup>43</sup> See *id.* at 6, 9.

<sup>44</sup> See *id.*

Database. When the National Lifeline Accountability Database (“National Database”) becomes available, the Company will comply with the requirements of new rule section 54.404. The Company will query the National Database to determine whether a prospective subscriber is currently receiving a Lifeline service from another ETC and whether anyone else living at the prospective subscriber’s residential address is currently receiving Lifeline service.<sup>45</sup>

One-Per-Household. Global Connection will implement the requirements of the *Lifeline Reform Order* to ensure that it provides only one Lifeline benefit per household<sup>46</sup> through the use of its application and certification forms discussed above, internal database checks and its marketing materials discussed below. Upon receiving an application for the Company’s Lifeline service, the Company will search its own internal records to ensure that it does not already provide Lifeline-supported service to someone at the same residential address.<sup>47</sup> If so, and the applicant lives at an address with multiple households, the Company will require the applicant to complete and submit a written USAC document containing the following: (1) an explanation of the Commission’s one-

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<sup>45</sup> See *Lifeline Reform Order*, ¶ 203. Company will also transmit to the National Database the information required for each new and existing Lifeline subscriber. See *id.*, ¶¶ 189-195; section 54.404(b)(6). Further, Company will update each subscriber’s information in the National Database within ten business days of any change, except for de-enrollment, which will be transmitted within one business day. See section 54.404(b)(8),(10).

<sup>46</sup> A “household” is any individual or group of individuals who are living together at the same address as one economic unit. A household may include related and unrelated persons. An “economic unit” consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen living with their parents or guardians are considered to be part of the same household as their parents or guardians. See *Lifeline Reform Order*, ¶ 74; section 54.400(h).

<sup>47</sup> See *Lifeline Reform Order*, ¶ 78 and Cricket Compliance Plan at 7.



per-household rule; (2) a check box that an applicant can mark to indicate that he or she lives at an address occupied by multiple households; (3) a space for the applicant to certify that he or she shares an address with other adults who do not contribute income to the applicant's household and share in the household's expenses or benefit from the applicant's income, pursuant to the Commission's definition; and (4) the penalty for a consumer's failure to make the required one-per-household certification (*i.e.*, de-enrollment).<sup>48</sup> Further, if a subscriber provides a temporary address on his or her application/certification form collected as described above, Global Connection will verify with the subscriber every 90 days that the subscriber continues to rely on that address.<sup>49</sup>

Finally, Company personnel will inform each Lifeline applicant that he or she may be receiving Lifeline support under another name, and facilitate the applicant's understanding of what constitutes "Lifeline-supported services," and ability to determine whether he or she is already benefiting from Lifeline support, by informing the consumer that not all Lifeline services are currently marketed under the name Lifeline.

Marketing Materials. Within the deadline provided in the *Lifeline Reform Order*, the Company will include the following information regarding its Lifeline service on all marketing materials describing the service: (1) it is a Lifeline service,<sup>50</sup> (2) Lifeline is a government assistance program, (3) the service is non-transferable, (4) only eligible consumers may enroll in the program, (5) the program is limited to one discount per household; (6) what documentation is necessary for enrollment; (7) Global Connection's name (the ETC); and (8) consumers who willfully make a false statement in order to

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<sup>48</sup> *Id.*

<sup>49</sup> *See Lifeline Reform Order*, ¶ 89.

<sup>50</sup> *See Cricket Compliance Plan* at 4.

obtain the Lifeline benefit can be punished by fine or imprisonment or can be barred from the program.<sup>51</sup> These statements will be included in all print, audio video and web materials (including social networking media) used to describe or enroll customers in the Company's Lifeline service offering, as well as the Company's application forms and certification forms.<sup>52</sup> This specifically includes the Company's website ([www.StandUpWireless.com](http://www.StandUpWireless.com)) and outdoor signage.<sup>53</sup> A sample of the Company's marketing materials is included as Exhibit B.

#### **G. Company Reimbursements From the Fund**

To ensure that the Global Connection does not seek reimbursement from the Fund without a subscriber's consent, the Company will certify, as part of each reimbursement request, that it is in compliance with all of the Commission's Lifeline rules and, to the extent required, has obtained valid certification and verification forms from each of the subscribers for whom it is seeking reimbursement.<sup>54</sup> Further, the Company will transition the submission of its FCC Forms 497 to the eighth day of each month in order to be reimbursed the same month, and inform USAC, to the extent it deems necessary, to transition its reimbursement process to actual claims rather than projected claims over the course of more than one month.<sup>55</sup> In addition, the Company will keep accurate records as directed by USAC<sup>56</sup> and as required by new section 54.417 of the Commission's rules.

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<sup>51</sup> See *Lifeline Reform Order*, ¶ 275; section 54.405(c).

<sup>52</sup> *Id.*

<sup>53</sup> *Id.*

<sup>54</sup> See *Lifeline Reform Order*, ¶ 128; section 54.407(d).

<sup>55</sup> See *Lifeline Reform Order*, ¶¶ 302-306.

<sup>56</sup> See section 54.407(e).

## H. Annual Company Certifications

The Company will submit an annual certification to USAC, signed by a Global Connection officer under penalty of perjury, that the Company: (1) has policies and procedures in place to review consumers' documentation of income- and program-based eligibility and ensure that its Lifeline subscribers are eligible to receive Lifeline services;<sup>57</sup> (2) is in compliance with all federal Lifeline certification procedures;<sup>58</sup> and (3) has obtained a valid certification form for each subscriber for whom the carrier seeks Lifeline reimbursement.<sup>59</sup>

In addition, the Company will provide the results of its annual re-certifications/verifications on an annual basis to the Commission, USAC, the applicable state commission and the relevant Tribal governments (for subscribers residing on Tribal lands).<sup>60</sup> Further, as discussed above, Global Connection will report annually to the Commission the number of subscribers de-enrolled for non-usage by month.<sup>61</sup>

The Company will also annually report to the Commission, USAC, and relevant state commissions and the relevant authority in a U.S. territory or Tribal government as appropriate,<sup>62</sup> the company name, names of the company's holding company, operating companies and affiliates, and any branding (such as a "dba" or brand designation) as well as relevant universal service identifiers for each entity by Study Area Code.<sup>63</sup> The

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<sup>57</sup> See *Lifeline Reform Order*, ¶ 126; section 54.416(a)(1).

<sup>58</sup> See *Lifeline Reform Order*, ¶ 127; section 54.416(a)(2).

<sup>59</sup> See section 54.416(a)(3).

<sup>60</sup> See *Lifeline Reform Order*, ¶¶ 132, 148; section 54.416(b).

<sup>61</sup> See *Lifeline Reform Order*, ¶ 257; section 54.405(e)(3).

<sup>62</sup> See section 54.422(c).

<sup>63</sup> See *Lifeline Reform Order*, ¶¶ 296, 390; section 54.422(a).

Company will report annually information regarding the terms and conditions of its Lifeline plans for voice telephony service offered specifically for low income consumers during the previous year, including the number of minutes provided and whether there are additional charges to the consumer for service, including minutes of use and/or toll calls.<sup>64</sup> Finally, Global Connection will annually provide detailed information regarding service outages in the previous year, the number of complaints received and certification of compliance with applicable service quality standards and consumer protection rules, as well as a certification that the Company is able to function in emergency situations.<sup>65</sup>

#### **I. Cooperation with State and Federal Regulators**

Global Connection has cooperated and will continue to cooperate with federal and state regulators to prevent waste, fraud and abuse. More specifically, the Company will:

- Make available state-specific subscriber data, including the names and addresses of Lifeline subscribers, to USAC and to each state public utilities commission where the Company operates for the purpose of determining whether an existing Lifeline subscriber receives Lifeline service from another carrier;<sup>66</sup>
- Assist the Commission, USAC, state commissions, and other ETCs in resolving instances of duplicative enrollment by Lifeline subscribers, including by providing to USAC and/or any state commission, upon request, the necessary information to detect and resolve duplicative Lifeline claims;
- Promptly investigate any notification that it receives from the Commission, USAC, or a state commission to the effect that one of its customers already receives Lifeline services from another carrier; and

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<sup>64</sup> See *Lifeline Reform Order*, ¶ 390; section 54.422(b)(5).

<sup>65</sup> See *Lifeline Reform Order*, ¶ 389; section 54.422(b)(1)-(4).

<sup>66</sup> The Company anticipates that the need to provide such information will sunset following the implementation of the national duplicates database.

- Immediately de-enroll any subscriber whom the Company has a reasonable basis to believe<sup>67</sup> is receiving Lifeline-supported service from another ETC or is no longer eligible – whether or not such information is provided by the Commission, USAC, or a state commission.<sup>68</sup>

## **II. Description of Lifeline Service Offerings<sup>69</sup>**

Global Connection will offer its wireless Lifeline service in the states where it is designated as an ETC<sup>70</sup> and throughout the coverage area of its underlying provider(s) Sprint and Verizon Wireless. The Company's Lifeline offering will provide customers with 100 anytime prepaid minutes per month, plus 100 anytime text messages, with rollover, at no charge. Additionally, the Company will offer a 250 anytime talk and text plan without rollover (one minute of talk time for each text). Lifeline customers can purchase additional bundles of minutes in denominations of \$5 (40 minutes), \$10 (100 minutes), \$20 (250 minutes), \$30 (500 minutes) and \$50 (1000 minutes). Airtime "top-up" minutes are available for purchase at the Company's retail locations, through customer service and on its website. Text messaging is available at the rate of one minute of talk time per text message. Additional information regarding the Company's plans, rates and services can be found on its website [www.StandUpWireless.com](http://www.StandUpWireless.com).

In addition to free voice services, Global Connection's Lifeline plan will include a free handset and custom calling features at no charge, including Caller ID, Call Waiting, and Voicemail. All plans include domestic long-distance at no extra per minute charge.

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<sup>67</sup> See section 54.405(e)(1).

<sup>68</sup> See Cricket Compliance Plan at 10.

<sup>69</sup> See Compliance Plan Public Notice at 3.

<sup>70</sup> Global Connection is currently designated as an ETC in Arkansas, Louisiana, Maryland, Missouri and West Virginia.

Calls to 911 emergency services are always free, regardless of service activation or availability of minutes.

### **III. Demonstration of Financial and Technical Capabilities and Certifications Required for ETC Designation<sup>71</sup>**

Financial and Technical Capabilities. Revised Commission rule 54.202(a)(4), 47 C.F.R. 54.202(a)(4), requires carriers petitioning for ETC designation to demonstrate financial and technical capability to comply with the Commission's Lifeline service requirements.<sup>72</sup> The Compliance Plan Public Notice requires that carriers' compliance plan include this demonstration. Among the factors the Commission will consider are: a carrier's prior offering of service to non-Lifeline subscribers, the length of time the carrier has been in business, whether the carrier relies exclusively on Lifeline reimbursement to operate; whether the carrier receives revenues from other sources and whether the carrier has been the subject of an enforcement action or ETC revocation proceeding in any state.

Global Connection has been offering non-Lifeline and Lifeline wireline service since 1998 and began providing non-Lifeline and Lifeline-supported wireless service in April, 2011. The Company generates substantial revenues from non-Lifeline services and has access to capital from its investors. The majority owner of Global Connection is Milestone Partners, a Pennsylvania private equity firm. Consequently, Global Connection has not relied, and will not be relying exclusively on Lifeline reimbursement for the Company's operating revenues. The Company has not been subject to enforcement sanctions or ETC revocation proceedings in any state.

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<sup>71</sup> See Compliance Plan Public Notice at 3.

<sup>72</sup> See *Lifeline Reform Order*, ¶¶ 387-388 (revising Commission rule 54.202(a)(4)).

Service Requirements Applicable to the Company's Support. The Compliance Plan Public Notice requires carriers to include "certifications required under newly amended section 54.202 of the Commission's rules."<sup>73</sup> Global Connection certifies that it will comply with the service requirements applicable to the support the Company receives.<sup>74</sup> The Company provides all of the telecommunications service supported by the Lifeline program and will make the services available to all qualified consumers throughout the states in which it is designated as an ETC. The Company's services include voice telephony services that provide voice grade access to the public switched network or its functional equivalent. Further, the Company's service offerings provide its customers with a set number of minutes of use for local service at no charge to the customer. The Company's current Lifeline offerings include packages in Section II *supra* that can be used for local and domestic toll service.

The Company also will provide access to emergency services provided by local government or public safety officials, including 911 and E911 where available and will comply with any Commission requirements regarding E911-compatible handsets. As discussed above, the Company will comply with the Commission's forbearance grant conditions relating to the provision of 911 and E911 services and handsets.

Finally, Global Connection will not provide toll limitation service ("TLS"), which allows low income consumers to avoid unexpected toll charges. However, since the Company is a prepaid service provider, customers cannot be disconnected for failure to pay toll charges, nor are there additional charges for exceeding their minutes. Further, the Company, like most wireless carriers, does not differentiate domestic long distance

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<sup>73</sup> Compliance Plan Public Notice at 3.

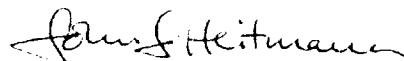
<sup>74</sup> 47 C.F.R. § 54.202(a)(1).

toll usage from local usage and all usage is paid for in advance. Pursuant to the *Lifeline Reform Order*, subscribers to such services are not considered to have voluntarily elected to receive TLS.<sup>75</sup>

#### **IV. Conclusion**

Global Connection submits that its Compliance Plan fully satisfies the conditions set forth in the Commission's *Lifeline Reform Order*, the Compliance Plan Public Notice and the Lifeline rules. Accordingly, the Company respectfully requests that the Commission expeditiously approve its Compliance Plan.

Respectfully submitted,



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(202) 342-8544

*Counsel to Global Connection Inc. of  
America*

April 30, 2012

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<sup>75</sup> See *Lifeline Reform Order*, ¶ 230.



# **EXHIBIT A**



Global Connection Inc. of America D/B/A StandUP Wireless  
**State Wireless Lifeline Service Application and Certification**

Global Connection Inc. of America

Mail or fax form completed and signed form to:  
Fax 1.888.878.9323 / Customer Service: 1.800.544.4441

A complete and signed Lifeline Service Application and Certification ("Certification") is required to enroll you in Global Connection Inc. of America D/B/A StandUP Wireless ("the Company's") Lifeline service program in your state. This Certification is only for the purpose of verifying your eligibility for Lifeline service and will not be used for any other purpose. Service requests will not be processed until this Form has been received and verified by Company.

**One Lifeline service per household disclosures:** Lifeline is a government assistance program and willfully making false statements to obtain a Lifeline benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Lifeline benefits are limited to a single line of service per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household may not receive multiple Lifeline discounts. You may apply your Lifeline discount to either one landline or one wireless number, but you cannot have the discount on both and you cannot receive Lifeline benefits from multiple providers. Note that not all Lifeline services are currently marketed under the name Lifeline. Lifeline is a non-transferable benefit and you may not transfer your benefit to any other person, including another eligible low-income consumer. Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's rules and will result in your de-enrollment from the program, and potentially prosecution by the United States Government.

☐ I hereby certify that I have read and understood the disclosures listed above and that, to the best of my knowledge, my household is not already receiving a Lifeline service benefit.

**Customer eligibility certification:** I hereby certify that I participate in at least one of the following programs (check one):

- |   |  |
|---|--|
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP)   | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF)        |
| <input type="checkbox"/> Section 8 Federal Public Housing Assistance (FPHA) | <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP)    |
| <input type="checkbox"/> Medicaid (not Medicare)                            | <input type="checkbox"/> National School Lunch Program's free lunch program    |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> Income at or below 135% of Federal Poverty Guidelines |

**Customer Application Information:**

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Date of Birth: Month: \_\_\_\_ Day: \_\_\_\_ Year: \_\_\_\_ Last Four Digits of Social Security Number: \_\_\_\_  
If Qualifying for Lifeline by Income, number of Individuals in Household: \_\_\_\_  
Home Telephone Number (if available): \_\_\_\_\_

Residential Address (P.O. Box NOT sufficient)  
Number: \_\_\_\_\_ Apt: \_\_\_\_\_ Street: \_\_\_\_\_ City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Address is (choose one): ☐ Permanent ☐ Temporary

Billing Address (if different from Residential Address) (P.O. Box IS sufficient)  
Number: \_\_\_\_\_ Apt: \_\_\_\_\_ Street: \_\_\_\_\_ City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Multiple households sharing and address:**

☐ I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate additional form.

**Activation and usage requirement disclosures:** This service is a prepaid service and you must personally activate it by calling 1.877.283.3890. To keep your account active, you must use your Lifeline service at least once during any 60 day period by completing an outbound call, purchasing additional minutes from Company, answering an in-bound call from someone other than Company, or by responding to a direct contact from Company confirming that you want to continue receiving Lifeline service from Company. If your service goes unused for 60 days, you will no longer be eligible for Lifeline benefits and your service will be suspended (allowing only 911 calls and calls to the Company's customer care center) subject to a 30 day cure period during which you may use the service (as described above) or contact the Company to confirm that you want to continue receiving Lifeline service from Company.

☐ I hereby certify that I have read and understood the disclosures listed above regarding activation and usage requirements.

**Authorizations:**

☐ I hereby authorize the Company to access any records required to verify my statements on this form and to confirm my eligibility for the Lifeline program. I also authorize the Company to release any records required for the administration of the Lifeline program (e.g., name, telephone number and address), including to the Universal Service Administrative Company, to be used in a Lifeline database and to ensure the proper administration of the Lifeline Program. Failure to consent will result in denial of service.

**Additional certifications:** I hereby certify, under penalty of perjury, that (Check the box next to each line):

- ☐ I meet the income-based or program-based eligibility criteria for receiving Lifeline service and have provided documentation of eligibility if required
- ☐ I will notify the Company within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based eligibility criteria, I begin receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit. I understand that I may be subject to penalties if I fail to follow this requirement
- ☐ I am not listed as a dependent on another person's tax return (unless over the age of 60)
- ☐ The address listed below is my primary residence, not a second home or business
- ☐ If I move to a new address, I will provide that new address to the Company within 30 days
- ☐ If I provided a temporary residential address to the Company, I will verify my temporary residential address every 90 days
- ☐ I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law
- ☐ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility within 30 days will result in de-enrollment and the termination of my Lifeline benefits
- ☐ The information contained in this certification form is true and correct to the best of my knowledge

**Applicant's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**For Agent Use Only (check the appropriate boxes for the proof of eligibility viewed; do not copy or retain documentation):**

**Documents Acceptable Proof for Income-Eligibility (check 1):**

- ☐ The prior year's state, federal, or Tribal tax return,
- ☐ Current income statement from an employer or paycheck stub,
- ☐ A Social Security statement of benefits,
- ☐ A Veterans Administration statement of benefits,
- ☐ A retirement/pension statement of benefits,
- ☐ An Unemployment/Workmen's Compensation statement of benefits,
- ☐ Federal or Tribal notice letter of participation in General Assistance, or
- ☐ A divorce decree, child support award, or other official document containing income information for at least three months time.

- ☐ Section 8 Federal Public Housing Assistance (FPHA)
- ☐ Supplemental Security Income (SSI)
- ☐ Temporary Assistance for Needy Families (TANF)
- ☐ Low Income Home Energy Assistance Program (LIHEAP)
- ☐ National School Lunch Program's free lunch program
- ☐ Food Distribution Program on Indian Reservations (FPIR)
- ☐ Bureau of Indian Affairs General Assistance (BIA)
- ☐ Tribally Administered TANF (TATNF)
- ☐ Head Start (meeting income qualifying standards)
- ☐ State Program 1
- ☐ State Program 2

**Documents Acceptable Proof for Program-Eligibility (choose 1 from each list A and B below):**

**List A - Choose 1**

- ☐ Supplemental Nutrition Assistance Program (SNAP)
- ☐ Medicaid

**List B - Choose 1:**

- ☐ Program participation card/document
- ☐ Prior year's statement of benefits
- ☐ Notice letter of participation
- ☐ Other official document evidencing participation

Applicant Account Number	Agent/Dealer Number

# **EXHIBIT B**

WIRELESS FLYER - FRONT

# FREE


## CELL PHONE

See reverse for more info!

# 250

## MINUTES

EACH MONTH.  
EVERY MONTH.



**FREE**

1.800.544.4441  
www.StandUpWireless.com

**StandUp**  
WIRELESS

Complete and return the Life Line Link to see if you are eligible for the program. See the Commission's website for more information. 1.800.000.0000.

WIRELESS FLYER - FRONT2

# FREE

## CELL PHONE

See reverse for more info!

# 100

## ANYTIME MINUTES

# 100

## TEXT MESSAGES

EACH MONTH.  
EVERY MONTH.



**FREE**

1.800.544.4441  
www.StandUpWireless.com

**StandUp**  
WIRELESS

Complete and return the Life Line Link to see if you are eligible for the program. See the Commission's website for more information. 1.800.000.0000.

WIRELESS FLYER - BACK

# FREE

## CELL PHONE

See reverse for more info!

1.800.544.4441  
www.StandUpWireless.com

**StandUp**  
WIRELESS

**IMPORTANT**

**LIFELINE WIRELESS SERVICE INFORMATION:**

Lifeline is a government assistance program. **Only one Lifeline service is available per household.** A violation of the one-per-household limitation constitutes a violation of the Federal Communication Commission's rules and will result in your de-enrollment from the program. **Your household is not permitted to receive multiple Lifeline benefits** whether they be from one or multiple companies. This includes wireline and wireless services. **Lifeline is a non-transferable benefit.** You may not transfer your benefit to any other person. **You must activate your service. You must use your phone to continue to receive service.** Should you not use your service for 60 days you will be de-enrolled. **Lifeline is a federal benefit.** Willingly making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. **Proof of eligibility is required and only eligible customers may enroll. Proof** may consist of eligible program card or statement of benefits.

VERIFICATION

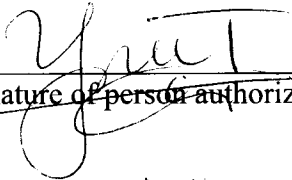
I, Dave Skogen, do hereby declare under penalty of perjury, that the foregoing testimony is true and correct to the best of my knowledge and belief.

Executed on 3/19, 2012



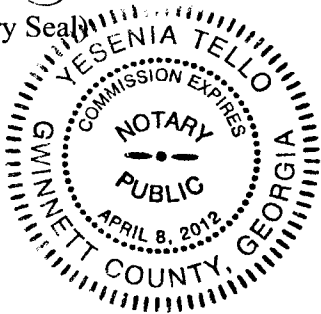
Dave Skogen, Chief Executive Officer  
Global Connection Inc. of America  
d/b/a STAND UP WIRELESS

Subscribed and sworn to before me  
this 19 day of march 2012.



(Signature of person authorized to administer oath)

(Notary Seal)



SC ETC WIRELESS

## **EXHIBIT 1**



# PUBLIC NOTICE

Federal Communications Commission  
445 12<sup>th</sup> St., S.W.  
Washington, D.C. 20554

News Media Information 202 / 418-0500  
Internet: <http://www.fcc.gov>  
TTY: 1-888-835-5322

DA 12-828

Release Date: May 25, 2012

## WIRELINE COMPETITION BUREAU APPROVES THE COMPLIANCE PLANS OF AMERICAN BROADBAND & TELECOMMUNICATIONS, BUDGET PREPAY, CONSUMER CELLULAR, GLOBAL CONNECTION, TERRACOM AND TOTAL CALL

WC Docket Nos. 09-197 and 11-42

The Wireline Competition Bureau (Bureau) approves compliance plans of six telecommunications carriers: American Broadband & Telecommunications; Budget Prepay, Inc.; Consumer Cellular, Inc.; Global Connection, Inc. of America; TerraCom, Inc.; and Total Call Mobile, Inc. filed pursuant to the *Lifeline Reform Order* as a condition of obtaining forbearance from the facilities requirement of the Communications Act of 1934, as amended (the Act), for the provision of Lifeline service.<sup>1</sup>

The Act provides that in order to be designated as an eligible telecommunications carrier for the purpose of universal service support, a carrier must “offer the services that are supported by Federal universal service support mechanisms . . . either using its own facilities or a combination of its own facilities and resale of another carrier’s services . . . .”<sup>2</sup> The Commission recently amended its rules to define voice telephony as the supported service and removed directory assistance and operator services, among other things, from the list of supported services.<sup>3</sup> As a result of these amendments, many Lifeline-only ETCs that previously met the facilities requirement by relying on operator services, directory assistance or other previously supported services no longer meet the facilities requirement of the Act.<sup>4</sup> In the *Lifeline Reform Order*, the Commission found that a grant of blanket forbearance of the facilities

<sup>1</sup> See *Lifeline and Link Up Reform and Modernization et al*, WC Docket No. 11-42 *et al.*, Report and Order and Further Notice of Proposed Rulemaking, FCC 12-11, at paras. 379-380 (rel. Feb. 6, 2012) (*Lifeline Reform Order*). A list of the compliance plans approved through this Public Notice can be found in the Appendix to this Public Notice.

<sup>2</sup> 47 U.S.C. § 214(e)(1)(A).

<sup>3</sup> See *Connect America Fund*, WC Docket No. 10-90 *et al.*, Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd 17663, 17692-93, paras. 77-78, 80 (2011) (*USF/ICC Transformation Order*); *pets. for review pending sub nom. In re: FCC 11-161*, No. 11-9900 (10th Cir. filed Dec. 8, 2011); *Connect America Fund*, WC Docket No. 10-90 *et al.*, Order on Reconsideration, 26 FCC Rcd 17633, 17634-35, para. 4 (2011) (*USF/ICC Transformation Order on Reconsideration*).

<sup>4</sup> See *Lifeline Reform Order*, FCC 12-11, at para. 366, App. A; *USF/ICC Transformation Order on Reconsideration* at para. 4. Some ETCs have included language in their compliance plans indicating that they have facilities or plan to acquire facilities in the future. See, e.g., Budget PrePay, Inc. Petition for Designation as an Eligible Telecommunications Carrier, WC Docket Nos. 09-197 and 11-42, Compliance Plan of Budget PrePay, Inc. at 3 n. 6 (filed May 1, 2012). To the extent ETCs seek to avail themselves of the conditional forbearance relief established in the *Lifeline Reform Order*, we presume they lack facilities to provide the supported service under section 54.101 and 54.401 of the Commission’s rules. See 47 C.F.R. §§ 54.101 and 54.401. Such ETCs must comply with the compliance plan approved herein in each state or territory where they are designated as an ETC, regardless of their claim of facilities for other purposes, such as eligibility for state universal service funding.



requirement, subject to certain public safety and compliance obligations, is appropriate for carriers seeking to provide Lifeline-only service.<sup>5</sup> Therefore, in the *Lifeline Reform Order*, the Commission conditionally granted forbearance from the Act's facilities requirement to all telecommunications carriers seeking Lifeline-only ETC designation, subject to the following conditions: (1) compliance with certain 911 and enhanced 911 (E911) public safety requirements; and (2) Bureau approval of a compliance plan providing specific information regarding the carrier and its service offerings and outlining the measures the carrier will take to implement the obligations contained in the *Order*.<sup>6</sup>

The Bureau has reviewed the compliance plans listed in the Appendix for conformance with the *Lifeline Reform Order*, and now approves those six compliance plans.<sup>7</sup>

Filings, including the Compliance Plans identified in the Appendix, and comments are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, S.W., Room CY-A257, Washington, D.C. 20554. They may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc., Portals II, 445 12<sup>th</sup> Street, S.W., Room CY-B402, Washington, D.C. 20554, telephone: (202) 488-5300, fax: (202) 448-5563, or via email [www.bcpweb.com](http://www.bcpweb.com).

People with Disabilities: To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer & Governmental Affairs Bureau at (202) 418-7400 or TTY (202) 418-0484.

For further information, please contact Divya Shenoy, Telecommunications Access Policy Division, Wireline Competition Bureau at (202) 418-7400 or TTY (202) 418-0484.

- FCC -

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<sup>5</sup> See *Lifeline Reform Order*, FCC 12-11 at paras. 368-381.

<sup>6</sup> See *id.* at paras. 373 and 389. Subsequently, the Bureau provided guidance for carriers submitting compliance plans pursuant to the *Lifeline Reform Order*. *Wireline Competition Bureau Provides Guidance for the Submission of Compliance Plans Pursuant to the Lifeline Reform Order*, WC Docket Nos. 09-197 and 11-42, Public Notice, 27 FCC Rcd 2186 (Wireline Comp. Bur. 2012).

<sup>7</sup> The Commission has not acted on any pending ETC petitions filed by these carriers, and this Public Notice only approves the compliance plans of the carriers listed above. While these compliance plans contain information on each carrier's Lifeline offering, we leave it to the designating authority to determine whether or not the carrier's Lifeline offerings are sufficient to serve consumers. See *Lifeline Reform Order*, FCC 12-11 at paras. 50 and 387.

### Appendix

<b>Petitioner</b>	<b>Compliance Plans As Captioned by Petitioner</b>	<b>Date of Filing</b>	<b>Docket Numbers</b>
American Broadband & Telecommunications	American Broadband & Telecommunications Revised Compliance Plan	April 27, 2012	09-197; 11-42
Budget PrePay, Inc.	Compliance Plan of Budget PrePay, Inc.	May 1, 2012	09-197; 11-42
Consumer Cellular, Inc.	Consumer Cellular Amended Revised Compliance Plan	April 18, 2012	09-197; 11-42
Global Connection, Inc. of America	Global Connection Inc. of America Compliance Plan	April 30, 2012	09-197; 11-42
TerraCom, Inc.	TerraCom, Inc. Second Revised Blanket Forbearance Compliance Plan	May 1, 2012	09-197; 11-42
Total Call Mobile, Inc.	Total Call, Inc. Revised Compliance Plan	May 17, 2012	09-197; 11-42

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April 30, 2012

**VIA ECFS**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, DC 20554

Re: Global Connection Inc. of America Compliance Plan; WC Docket Nos. 09-197, 11-42

Dear Ms. Dortch:

On March 8, 2012, Global Connection Inc. of America ("Global Connection") submitted its Compliance Plan outlining the measures it will take to implement the conditions imposed by the Commission in its *Lifeline Reform Order*.<sup>1</sup> On April 10, 2012, Global Connection submitted a revised version with a minor revision to its Model Application/Certification Form, included as Exhibit A to its Compliance Plan. Based on a meeting with Commission staff, Global Connection has further revised and supplemented its compliance plan.

Global Connection has revised its Compliance Plan to: 1) confirm in footnote 3 that Global Connection will follow the requirements of its Compliance Plan in all states where it provides Lifeline service and receives reimbursements from the federal Low-Income fund; 2) provide additional detail regarding Global Connection's enrollment process, Company personnel training and potential fraud detection in Sections I.B. and I.F.; 4) provide additional detail regarding Global Connection's handset activation policy in Section I.E.; and 5) revise the agent use box in the Application/Certification Form in Exhibit A.

<sup>1</sup> See *Lifeline and Link Up Reform and Modernization, Lifeline and Link Up, Federal-State Joint Board on Universal Service, Advancing Broadband Availability Through Digital Literacy Training*, WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23, Report And Order and Further Notice Of Proposed Rulemaking, FCC 12-11 (Feb. 6, 2012).

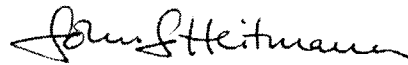
KELLEY DRYE & WARREN LLP

Marlene H. Dortch, Secretary  
April 30, 2012  
Page Two

Global Connection hereby re-submits its complete Compliance Plan with the above revisions. Based on the minor nature of these changes, Global Connection reiterates its request for expeditious approval of its Compliance Plan.

This letter and revised Compliance Plan is being filed electronically for inclusion in the public record of the above-referenced proceedings. Please feel free to contact the undersigned with any questions.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "John J. Heitmann".

John J. Heitmann  
Joshua T. Guyan

*Counsel to Global Connection Inc. of America*

cc: Kim Scardino  
Divya Shenoy  
Charles Tyler  
Garnet Hanly  
Alex Minard

**BEFORE THE  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554**

In the Matter of	
Telecommunications Carriers Eligible to Receive Universal Service Support	WC Docket No. 09-197
Lifeline and Link Up Reform and Modernization	WC Docket No. 11-42
Global Connection Inc. of America	

**GLOBAL CONNECTION INC. OF AMERICA COMPLIANCE PLAN**

Global Connection Inc. of America (“Global Connection” or the “Company”),<sup>1</sup> through its undersigned counsel, hereby respectfully submits and requests expeditious approval of its Compliance Plan outlining the measures it will take to implement the conditions imposed by the Commission in its *Lifeline Reform Order*.<sup>2</sup>

The Company commends the Commission’s commitment to a nationwide communications system that promotes the safety and welfare of all Americans, including

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<sup>1</sup> The Company hereby also reports its corporate and trade names, identifiers, and its holding company, operating companies and affiliates as: Stand Up Wireless (dba), and Global Connection Holdings Corporation (holding company). This Compliance Plan applies only to Global Connection’s wireless Lifeline service offerings.

<sup>2</sup> See *Lifeline and Link Up Reform and Modernization, Lifeline and Link Up, Federal-State Joint Board on Universal Service, Advancing Broadband Availability Through Digital Literacy Training*, WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23, Report And Order and Further Notice Of Proposed Rulemaking, FCC 12-11 (Feb. 6, 2012) (“*Lifeline Reform Order*”). The Company herein submits the information required by the Compliance Plan Public Notice. See *Wireline Competition Bureau Provides Guidance for the Submission of Compliance Plans Pursuant to the Lifeline Reform Order*, WC Docket Nos. 09-197, 11-42, Public Notice, DA 12-314 (rel. Feb. 29, 2012).

Lifeline customers. Global Connection will comply with 911 requirements as described below and it is submitting this Compliance Plan in order to qualify for blanket forbearance from the facilities requirement of section 214(e)(1)(A) of the Communications Act and participate as an eligible telecommunications carrier (“ETC”) in the Lifeline program.<sup>3</sup>

Global Connection will comply fully with all conditions set forth in the *Lifeline Reform Order*, as well as with the Commission’s Lifeline rules and policies more generally.<sup>4</sup> This Compliance Plan describes the specific measures that the Company intends to implement to achieve these objectives. Specifically, this Compliance Plan: (1) describes the specific measures that the Global Connection will take to implement the obligations contained in the *Lifeline Reform Order*, including the procedures the Company follows in enrolling a subscriber in Lifeline and submitting for reimbursement for that subscriber from the low income fund, materials related to initial and ongoing certifications and sample marketing materials; and (2) provides a detailed description of how Global Connection offers Lifeline services, the geographic areas in which it offers services, and a detailed description of the Company’s Lifeline service plan offerings.

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<sup>3</sup> See *Lifeline Reform Order*, ¶ 368. Although Global Connection qualifies for and seeks to avail itself of the Commission’s grant of forbearance from the facilities requirement of section 214(e)(1)(A) for purposes of the federal Lifeline program, the Company reserves the right to demonstrate to a state public utilities commission that it provides service using its own facilities in a state for purposes of state universal service funding under state program rules and requirements. Global Connection will follow the requirements of the Commission’s Lifeline rules and this Compliance Plan in all states in which it provides Lifeline service and receives reimbursements from the federal Low-Income fund.

<sup>4</sup> In addition, this Compliance Plan is consistent with the compliance plan filed by Cricket Communications, Inc. See Notice of *Ex Parte* Communication of Cricket Communications, Inc., WC Docket No. 09-197 (Sept. 23, 2011) (“Cricket Compliance Plan”). The Wireline Competition Bureau approved the Cricket Compliance Plan on February 7, 2012. See *Telecommunications Carriers Eligible for Universal Service Support, Cricket Communications, Inc. Petition for Forbearance*, WC Docket No. 09-197, Order, DA 12-158 (Feb. 7, 2012).

### **ACCESS TO 911 AND E911 SERVICES**<sup>5</sup>

Pursuant to the *Lifeline Reform Order*, forbearance is conditioned upon the Company: (1) providing its Lifeline subscribers with 911 and E911 access, regardless of activation status and availability of minutes; and (2) providing its Lifeline subscribers with E911-compliant handsets and replacing, at no additional charge to the subscriber, noncompliant handsets of Lifeline-eligible subscribers who obtain Lifeline-supported services.<sup>6</sup> The Company will comply with these conditions starting on the effective date of the *Lifeline Reform Order*.

The Company will provide its Lifeline customers with access to 911 and E911 services immediately upon activation of service. The Commission and consumers are hereby assured that all Company customers will have available access to emergency calling services at the time that Lifeline service is initiated, and that such 911 and E911 access will be available from Company handsets, even if the account associated with the handset has no minutes remaining.

Global Connection's existing practices currently provide access to 911 and E911 services for all customers. The Company uses Sprint and Verizon Wireless as its underlying network provider/carrier. Sprint and Verizon Wireless route 911 calls from the Company's customers in the same manner as 911 calls from their own retail customers. To the extent that Sprint or Verizon Wireless is certified in a given PSAP territory, this 911 capability will function the same for the Company. Global Connection also currently enables 911 emergency calling services for all properly activated handsets regardless of whether the account associated with the handset is active or suspended.

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<sup>5</sup> See Compliance Plan Public Notice at 3.

<sup>6</sup> See *Lifeline Reform Order*, ¶ 373.

Finally, Global Connection transmits all 911 calls initiated from any of its handsets even if the account associated with the handset has no remaining minutes.

**E911-Compliant Handsets.** Global Connection will ensure that all handsets used in connection with the Lifeline service offering are E911-compliant. In point of fact, the Company's phones have always been and will continue to be 911 and E911-compliant. The Company uses phones from BDI Logistics LLC that have been through a stringent certification process, which ensures that the handset models used meet all 911 and E911 requirements. As a result, any existing customer that qualifies for and elects Lifeline service will already have a 911/E911-compliant handset, which will be confirmed at the time of enrollment in the Lifeline program. Any new customer that qualifies for and enrolls in the Lifeline program is assured of receiving a 911/E911-compliant handset as well, free of charge.

#### **COMPLIANCE PLAN**

##### **I. PROCEDURES TO ENROLL A SUBSCRIBER IN LIFELINE<sup>7</sup>**

###### **A. Policy**

Global Connection will comply with the uniform eligibility criteria established in new section 54.409 of the Commission's rules (when it becomes effective on June 1, 2012), as well as any additional certification and verification requirements for Lifeline eligibility in states where the Company is designated as an ETC.

Therefore, all subscribers will be required to demonstrate eligibility based at least on: (1) household income at or below 135% of the Federal Poverty Guidelines for a

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<sup>7</sup> See Compliance Plan Public Notice at 3.



household of that size; or (2) the household's participation in one of the federal assistance programs listed in new sections 54.409(a)(2) or 54.409(a)(3) of the Commission's rules. In addition, through the certification requirements described below, the Company will confirm that the subscriber is not already receiving a Lifeline service and no one else in the subscriber's household is subscribed to a Lifeline service.

## **B. Eligibility Determination**

More than 90 percent of Global Connection's customer enrollment is done in-person at events hosted by the Company, as opposed to over the phone or the Internet. At such events, Global Connection requires all prospective customers to show a valid government-issued photo identification, which is electronically scanned to detect alterations. Each prospective customer is checked against Global Connection's internal database in real-time to ensure that the customer does not already receive a Lifeline benefit from the Company before the customer is enrolled.

As discussed in further detail in Section I.F. below, all employees or agents ("Company personnel") that conduct such in-person enrollments are trained regarding the eligibility and certification requirements in the *Lifeline Reform Order* and this Compliance Plan, including the one-per-household requirement, and told to inform potential customers of those requirements. New Company personnel undergo an initial mandatory training session where they are given training materials, as well as shown visual examples of documents acceptable to demonstrate eligibility for the Lifeline program.

If Global Connection cannot determine a prospective subscriber's eligibility for Lifeline by accessing income databases or program eligibility databases, Company

personnel will review documentation establishing eligibility pursuant to the Lifeline rules.<sup>8</sup> All personnel who interact with current or prospective customers will be trained to assist Lifeline applicants in determining whether they are eligible to participate based on the federal and state-specific income-based and/or program-based criteria. These personnel will be trained to answer questions about Lifeline eligibility, and will review required documentation to determine whether it satisfies the *Lifeline Reform Order* and state-specific eligibility requirements using state-specific checklists.<sup>9</sup>

Proof of Eligibility. Company personnel will be trained on acceptable documentation required to establish income-based and program-based eligibility.<sup>10</sup> Acceptable documentation of program eligibility includes: (1) the current or prior year's statement of benefits from a qualifying state, federal or Tribal program; (2) a notice letter of participation in a qualifying state, federal or Tribal program; (3) program participation documents (*e.g.*, the consumer's Supplemental Nutrition Assistance Program (SNAP) electronic benefit transfer card or Medicaid participation card (or copy thereof)); or (4) another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.<sup>11</sup>

Acceptable documentation of income eligibility includes the prior year's state, federal, or Tribal tax return; current income statement from an employer or paycheck stub; a Social Security statement of benefits; a Veterans Administration statement of benefits; a retirement/pension statement of benefits; an Unemployment/Workmen's

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<sup>8</sup> See *Lifeline Reform Order*, ¶ 100; section 54.410(b)(1)(i)(B), 54.410(c)(1)(i)(B); Cricket Compliance Plan at 4.

<sup>9</sup> See Cricket Compliance Plan at 6.

<sup>10</sup> See *Lifeline Reform Order*, ¶ 101.

<sup>11</sup> *Id.* and section 54.410(c)(1)(i)(B).

Compensation statement of benefits; federal or Tribal notice letter of participation in General Assistance; or a divorce decree, child support award, or other official document containing income information for at least three months time.<sup>12</sup>

Company personnel will examine this documentation for each Lifeline applicant, and will record the type of documentation used to satisfy the income- or program-based criteria by checking the appropriate box on the application form.<sup>13</sup> The Company will not retain a copy of this documentation.<sup>14</sup> Where the Company personnel conclude that proffered documentation is insufficient to establish such eligibility, Global Connection will deny the associated application and inform the applicant of the reason for such rejection.<sup>15</sup> In the event that Company personnel cannot ascertain whether documentation of a specific type is sufficient to establish an applicant's eligibility, the matter will be escalated to supervisory personnel.<sup>16</sup>

De-Enrollment for Ineligibility. If Global Connection has a reasonable basis to believe that one of its Lifeline subscribers no longer meets the eligibility criteria, the Company will notify the subscriber of impending termination in writing and in compliance with any state dispute resolution procedures applicable to Lifeline termination, and give the subscriber 30 days to demonstrate continued eligibility.<sup>17</sup> A demonstration of eligibility must comply with the annual verification procedures below and found in new rule section 54.410(f), including the submission of a certification form.

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<sup>12</sup> See *Lifeline Reform Order*, ¶101; section 54.410.(b)(1)(i)(B).

<sup>13</sup> See *Lifeline Reform Order*, ¶101; sections 54.410(b)(1)(iii), 54.410(c)(1)(iii).

<sup>14</sup> See *Lifeline Reform Order*, ¶101; sections 54.410(b)(1)(ii), 54.410(c)(1)(ii).

<sup>15</sup> See Cricket Compliance Plan at 6.

<sup>16</sup> See *id.*

<sup>17</sup> See *Lifeline Reform Order*, ¶ 143; section 54.405(e)(1).

### C. Subscriber Certifications for Enrollment

Global Connection will implement certification policies and procedures that enable consumers to demonstrate their eligibility for Lifeline assistance to Company personnel as detailed in the *Lifeline Reform Order*, together with any additional state certification requirements.<sup>18</sup> The Company shares the Commission's concern about abuse of the Lifeline program and is thus committed to the safeguards stated herein, with the belief that these procedures will prevent the Company's customers from engaging in such abuse of the program, inadvertently or intentionally.<sup>19</sup> Every applicant will be required to complete an application/certification form containing disclosures, and collecting certain information and certifications as discussed below.<sup>20</sup> Applicants that do not complete the form in person will be required to return the signed application/certification to the Company by mail, facsimile, electronic mail or other electronic transmission. In addition, Company personnel will verbally explain the certifications to consumers when they are enrolling in person or over the phone.<sup>21</sup>

Disclosures. The Company's application and certification forms will include the following disclosures: (1) Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program; (2) only one Lifeline service is available per household; (3) a household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses; (4) a

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<sup>18</sup> *Lifeline Reform Order*, ¶ 61; section 54.410(a).

<sup>19</sup> See Cricket Compliance Plan at 3.

<sup>20</sup> See Model Application/Certification Form, included as Exhibit A. See Compliance Plan Public Notice at 3.

<sup>21</sup> See *Lifeline Reform Order*, ¶ 123.

household is not permitted to receive Lifeline benefits from multiple providers; (5) violation of the one-per-household limitation constitutes a violation of the Commission's rules and will result in the applicant's de-enrollment from the program; and (6) Lifeline is a non-transferable benefit and the applicant may not transfer his or her benefit to any other person.<sup>22</sup>

Applications and certification forms will also state that: (1) the service is a Lifeline service, (2) Lifeline is a government assistance program, and (3) only eligible consumers may enroll in the program.<sup>23</sup>

In addition, the Company will notify the applicant that the prepaid service must be personally activated by the subscriber and the service will be deactivated and the subscriber de-enrolled if the subscriber does not use the service for 60 days.<sup>24</sup>

Information Collection. The Company will also collect the following information from the applicant in the application/certification form: (1) the applicant's full name;<sup>25</sup> (2) the applicant's full residential address (P.O. Box is not sufficient<sup>26</sup>); (3) whether the applicant's residential address is permanent or temporary; (4) the applicant's billing address, if different from the applicant's residential address; (5) the applicant's date of birth; (6) the last four digits of the applicant's Social Security number (or the applicant's Tribal identification number, if the subscriber is a member of a Tribal nation and does not have a Social Security number); (7) if the applicant is seeking to qualify for Lifeline under the program-based criteria, the name of the qualifying assistance program from

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<sup>22</sup> See *id.*, ¶ 121; section 54.410(d)(1).

<sup>23</sup> See section 54.405(c).

<sup>24</sup> See *Lifeline Reform Order*, ¶ 114.

<sup>25</sup> See Cricket Compliance Plan at 4.

<sup>26</sup> See *Lifeline Reform Order*, ¶ 87.

which the applicant, his or her dependents, or his or her household receives benefits;<sup>27</sup> and (8) if the applicant is seeking to qualify for Lifeline under the income-based criterion, the number of individuals in his or her household.<sup>28</sup>

Applicant Certification. Consistent with new rule section 54.410(d)(3), the Company will require the applicant to certify, under penalty of perjury, in writing or by electronic signature or interactive voice response recording,<sup>29</sup> the following: (1) the applicant meets the income-based or program-based eligibility criteria for receiving Lifeline; (2) the applicant will notify the Company within 30 days if for any reason he or she no longer satisfies the criteria for receiving Lifeline including, as relevant, if the applicant no longer meets the income-based or program-based criteria for receiving Lifeline support, the applicant is receiving more than one Lifeline benefit, or another member of the applicant's household is receiving a Lifeline benefit; (3) if the applicant is seeking to qualify for Lifeline as an eligible resident of Tribal lands, he or she lives on Tribal lands; (4) if the applicant moves to a new address, he or she will provide that new address to the Company within 30 days; (5) if the applicant provided a temporary residential address to the Company, the applicant will be required to verify his or her temporary residential address every 90 days; (6) the applicant's household will receive only one Lifeline service and, to the best of the applicant's knowledge, the applicant's household is not already receiving a Lifeline service;<sup>30</sup> (7) the information contained in the applicant's certification form is true and correct to the best of the applicant's

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<sup>27</sup> See Cricket Compliance Plan at 4.

<sup>28</sup> See section 54.410(d)(2). See Cricket Compliance Plan at 4.

<sup>29</sup> See *Lifeline Reform Order*. ¶¶ 168-69; section 54.419.

<sup>30</sup> See Cricket Compliance Plan at 4.

knowledge,<sup>31</sup> (8) the applicant acknowledges that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and (9) the applicant acknowledges that the applicant may be required to re-certify his or her continued eligibility for Lifeline at any time, and the applicant's failure to re-certify as to the applicant's continued eligibility will result in de-enrollment and the termination of the applicant's Lifeline benefits pursuant to the de-enrollment policy included below and in the Commission's rules.

In addition, the applicant will be required to authorize Global Connection to access any records required to verify the applicant's statements on the application/certification form and to confirm the applicant's eligibility for the Company Lifeline credit.<sup>32</sup> The applicant must also authorize the Company to release any records required for the administration of the Company Lifeline credit program, including to USAC to be used in a Lifeline program database.<sup>33</sup>

#### **D. Annual Verification Procedures**

Global Connection will annually re-certify all subscribers by querying the appropriate eligibility databases or obtaining a signed certification from each subscriber consistent with the certification requirements above and new section 54.410(d) of the Commission's rules. This certification will include a confirmation that the applicant's household will receive only one Lifeline service and, to the best of the subscriber's

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<sup>31</sup> See *id.* at 5.

<sup>32</sup> See *id.*

<sup>33</sup> See Section 54.404(b)(9). The application/certification form will also describe the information that will be transmitted, that the information is being transmitted to USAC to ensure the proper administration of the Lifeline program and that failure to provide consent will result in the applicant being denied the Lifeline service. See *id.* See also Cricket Compliance Plan at 5.

knowledge, the subscriber's household is receiving no more than one Lifeline service.<sup>34</sup>

Further, the verification materials will inform the subscriber that he or she is being contacted to re-certify his or her continuing eligibility for Lifeline and if the subscriber fails to respond, he or she will be de-enrolled in the program.<sup>35</sup>

2012 Verification. Global Connection will re-certify the eligibility of each of its existing subscribers as of June 1, 2012 on a rolling basis by the end of 2012 and report the results to USAC by January 31, 2013.<sup>36</sup> The Company will contact its subscribers via text message to their Lifeline supported telephone, or by mail, phone, email or other Internet communication. The notice will explain the actions the customer must take to retain Lifeline benefits, when Lifeline benefits may be terminated, and how to contact the Company.

Verification De-Enrollment. Global Connection will de-enroll subscribers that do not respond to the annual verification or fail to provide the required certification.<sup>37</sup> The Company will give subscribers 30 days to respond to the annual verification inquiry. If the subscriber does not respond, the Company will send a separate written notice explaining that failure to respond within 30 days will result in the subscriber's de-enrollment from the Lifeline program. If the subscriber does not respond within 30 days, the Company will de-enroll the subscriber within five business days.

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<sup>34</sup> See *Lifeline Reform Order*, ¶ 120 and Cricket Compliance Plan at 8.

<sup>35</sup> See *Lifeline Reform Order*, ¶ 145.

<sup>36</sup> See *id.*, ¶ 130.

<sup>37</sup> See *Lifeline Reform Order*, ¶ 142; section 54.54.405(e)(4).



#### **E. Activation and Non-Usage**

Global Connection will not consider a prepaid subscriber activated, and will not seek reimbursement for Lifeline for that subscriber, until the subscriber activates the Company's prepaid service by dialing a specified dedicated number from their Global Connection-issued handset.<sup>38</sup> For enrollments at in-person events, the Lifeline application and certifications are tied to a phone number for the handset that is provided to the new Lifeline customer. The customer activates the phone in-person with the Company personnel on site. For enrollments that are over the phone or through the Internet, the phones are shipped directly to the eligible customer. The customer must sign for the phone and then use it to call the dedicated Global Connection number provided to activate the phone.

In addition, after service activation, the Company will provide a de-enrollment notice to subscribers that have not used their service for 60 days. After 60 days of non-use, the Company will provide notice to the subscriber that failure to use the Lifeline service within a 30-day notice period will result in de-enrollment.<sup>39</sup> Subscribers can "use" the service by: (1) completing an outbound call; (2) purchasing minutes from the Company to add to the subscriber's plan; (3) answering an incoming call from a party other than the Company; or (4) responding to a direct contact from the Company and confirming that the subscriber wants to continue receiving the service.<sup>40</sup>

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<sup>38</sup> See *Lifeline Reform Order*, ¶ 257; section 54.407(c)(1).

<sup>39</sup> See *Lifeline Reform Order*, ¶ 257; section 54.405(e)(3). See Cricket Compliance Plan at 2 (stating that it did not need to implement a non-usage policy because it offered only plans with unlimited local and long distance calling).

<sup>40</sup> See *Lifeline Reform Order*, ¶ 261; section 54.407(c)(2).

If the subscriber does not respond to the notice, the subscriber will be de-enrolled and the Company will not request further Lifeline reimbursement for the subscriber. Global Connection will report annually to the Commission the number of subscribers de-enrolled for non-usage by month.<sup>41</sup>

**F. Additional Measures to Prevent Waste, Fraud and Abuse**

To supplement its verification and certification procedures, and to better ensure that customers understand the Lifeline service restrictions with respect to duplicates, Global Connection will implement measures and procedures to prevent duplicate Lifeline benefits being awarded to the same household. These measures entail additional emphasis in written disclosures as well as live due diligence.<sup>42</sup>

In addition to checking the database when it becomes available, Company personnel emphasize the “one Lifeline phone per household” restriction in their direct sales contacts with potential customers.<sup>43</sup> Training materials include a discussion of the limitation to one Lifeline phone per household, and the need to ensure that the customer is informed of this restriction.<sup>44</sup> All customer-facing employees and agents must demonstrate understanding of the Commission’s and Global Connection’s rules and policies by completing the Company’s Lifeline training and pass a Company issued exam. The training will be updated as needed, but at least every 90 days. Further, Global Connection employs a dedicated compliance officer to oversee training and compliance matters.

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<sup>41</sup> See *Lifeline Reform Order*, ¶ 257; section 54.405(e)(3).

<sup>42</sup> See Cricket Compliance Plan at 9.

<sup>43</sup> See *id.* at 6, 9.

<sup>44</sup> See *id.*

Database. When the National Lifeline Accountability Database (“National Database”) becomes available, the Company will comply with the requirements of new rule section 54.404. The Company will query the National Database to determine whether a prospective subscriber is currently receiving a Lifeline service from another ETC and whether anyone else living at the prospective subscriber’s residential address is currently receiving Lifeline service.<sup>45</sup>

One-Per-Household. Global Connection will implement the requirements of the *Lifeline Reform Order* to ensure that it provides only one Lifeline benefit per household<sup>46</sup> through the use of its application and certification forms discussed above, internal database checks and its marketing materials discussed below. Upon receiving an application for the Company’s Lifeline service, the Company will search its own internal records to ensure that it does not already provide Lifeline-supported service to someone at the same residential address.<sup>47</sup> If so, and the applicant lives at an address with multiple households, the Company will require the applicant to complete and submit a written USAC document containing the following: (1) an explanation of the Commission’s one-

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<sup>45</sup> See *Lifeline Reform Order*, ¶ 203. Company will also transmit to the National Database the information required for each new and existing Lifeline subscriber. See *id.*, ¶¶ 189-195; section 54.404(b)(6). Further, Company will update each subscriber’s information in the National Database within ten business days of any change, except for de-enrollment, which will be transmitted within one business day. See section 54.404(b)(8),(10).

<sup>46</sup> A “household” is any individual or group of individuals who are living together at the same address as one economic unit. A household may include related and unrelated persons. An “economic unit” consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen living with their parents or guardians are considered to be part of the same household as their parents or guardians. See *Lifeline Reform Order*, ¶ 74; section 54.400(h).

<sup>47</sup> See *Lifeline Reform Order*, ¶ 78 and Cricket Compliance Plan at 7.

per-household rule; (2) a check box that an applicant can mark to indicate that he or she lives at an address occupied by multiple households; (3) a space for the applicant to certify that he or she shares an address with other adults who do not contribute income to the applicant's household and share in the household's expenses or benefit from the applicant's income, pursuant to the Commission's definition; and (4) the penalty for a consumer's failure to make the required one-per-household certification (*i.e.*, de-enrollment).<sup>48</sup> Further, if a subscriber provides a temporary address on his or her application/certification form collected as described above, Global Connection will verify with the subscriber every 90 days that the subscriber continues to rely on that address.<sup>49</sup>

Finally, Company personnel will inform each Lifeline applicant that he or she may be receiving Lifeline support under another name, and facilitate the applicant's understanding of what constitutes "Lifeline-supported services," and ability to determine whether he or she is already benefiting from Lifeline support, by informing the consumer that not all Lifeline services are currently marketed under the name Lifeline.

Marketing Materials. Within the deadline provided in the *Lifeline Reform Order*, the Company will include the following information regarding its Lifeline service on all marketing materials describing the service: (1) it is a Lifeline service,<sup>50</sup> (2) Lifeline is a government assistance program, (3) the service is non-transferable, (4) only eligible consumers may enroll in the program, (5) the program is limited to one discount per household; (6) what documentation is necessary for enrollment; (7) Global Connection's name (the ETC); and (8) consumers who willfully make a false statement in order to

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<sup>48</sup> *Id.*

<sup>49</sup> *See Lifeline Reform Order*, ¶ 89.

<sup>50</sup> *See Cricket Compliance Plan* at 4.

obtain the Lifeline benefit can be punished by fine or imprisonment or can be barred from the program.<sup>51</sup> These statements will be included in all print, audio video and web materials (including social networking media) used to describe or enroll customers in the Company's Lifeline service offering, as well as the Company's application forms and certification forms.<sup>52</sup> This specifically includes the Company's website ([www.StandUpWireless.com](http://www.StandUpWireless.com)) and outdoor signage.<sup>53</sup> A sample of the Company's marketing materials is included as Exhibit B.

#### **G. Company Reimbursements From the Fund**

To ensure that the Global Connection does not seek reimbursement from the Fund without a subscriber's consent, the Company will certify, as part of each reimbursement request, that it is in compliance with all of the Commission's Lifeline rules and, to the extent required, has obtained valid certification and verification forms from each of the subscribers for whom it is seeking reimbursement.<sup>54</sup> Further, the Company will transition the submission of its FCC Forms 497 to the eighth day of each month in order to be reimbursed the same month, and inform USAC, to the extent it deems necessary, to transition its reimbursement process to actual claims rather than projected claims over the course of more than one month.<sup>55</sup> In addition, the Company will keep accurate records as directed by USAC<sup>56</sup> and as required by new section 54.417 of the Commission's rules.

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<sup>51</sup> See *Lifeline Reform Order*, ¶ 275; section 54.405(c).

<sup>52</sup> *Id.*

<sup>53</sup> *Id.*

<sup>54</sup> See *Lifeline Reform Order*, ¶ 128; section 54.407(d).

<sup>55</sup> See *Lifeline Reform Order*, ¶¶ 302-306.

<sup>56</sup> See section 54.407(e).

## H. Annual Company Certifications

The Company will submit an annual certification to USAC, signed by a Global Connection officer under penalty of perjury, that the Company: (1) has policies and procedures in place to review consumers' documentation of income- and program-based eligibility and ensure that its Lifeline subscribers are eligible to receive Lifeline services;<sup>57</sup> (2) is in compliance with all federal Lifeline certification procedures;<sup>58</sup> and (3) has obtained a valid certification form for each subscriber for whom the carrier seeks Lifeline reimbursement.<sup>59</sup>

In addition, the Company will provide the results of its annual re-certifications/verifications on an annual basis to the Commission, USAC, the applicable state commission and the relevant Tribal governments (for subscribers residing on Tribal lands).<sup>60</sup> Further, as discussed above, Global Connection will report annually to the Commission the number of subscribers de-enrolled for non-usage by month.<sup>61</sup>

The Company will also annually report to the Commission, USAC, and relevant state commissions and the relevant authority in a U.S. territory or Tribal government as appropriate,<sup>62</sup> the company name, names of the company's holding company, operating companies and affiliates, and any branding (such as a "dba" or brand designation) as well as relevant universal service identifiers for each entity by Study Area Code.<sup>63</sup> The

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<sup>57</sup> See *Lifeline Reform Order*, ¶ 126; section 54.416(a)(1).

<sup>58</sup> See *Lifeline Reform Order*, ¶ 127; section 54.416(a)(2).

<sup>59</sup> See section 54.416(a)(3).

<sup>60</sup> See *Lifeline Reform Order*, ¶¶ 132, 148; section 54.416(b).

<sup>61</sup> See *Lifeline Reform Order*, ¶ 257; section 54.405(e)(3).

<sup>62</sup> See section 54.422(c).

<sup>63</sup> See *Lifeline Reform Order*, ¶¶ 296, 390; section 54.422(a).

Company will report annually information regarding the terms and conditions of its Lifeline plans for voice telephony service offered specifically for low income consumers during the previous year, including the number of minutes provided and whether there are additional charges to the consumer for service, including minutes of use and/or toll calls.<sup>64</sup> Finally, Global Connection will annually provide detailed information regarding service outages in the previous year, the number of complaints received and certification of compliance with applicable service quality standards and consumer protection rules, as well as a certification that the Company is able to function in emergency situations.<sup>65</sup>

#### **I. Cooperation with State and Federal Regulators**

Global Connection has cooperated and will continue to cooperate with federal and state regulators to prevent waste, fraud and abuse. More specifically, the Company will:

- Make available state-specific subscriber data, including the names and addresses of Lifeline subscribers, to USAC and to each state public utilities commission where the Company operates for the purpose of determining whether an existing Lifeline subscriber receives Lifeline service from another carrier;<sup>66</sup>
- Assist the Commission, USAC, state commissions, and other ETCs in resolving instances of duplicative enrollment by Lifeline subscribers, including by providing to USAC and/or any state commission, upon request, the necessary information to detect and resolve duplicative Lifeline claims;
- Promptly investigate any notification that it receives from the Commission, USAC, or a state commission to the effect that one of its customers already receives Lifeline services from another carrier; and

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<sup>64</sup> See *Lifeline Reform Order*, ¶ 390; section 54.422(b)(5).

<sup>65</sup> See *Lifeline Reform Order*, ¶ 389; section 54.422(b)(1)-(4).

<sup>66</sup> The Company anticipates that the need to provide such information will sunset following the implementation of the national duplicates database.

- Immediately de-enroll any subscriber whom the Company has a reasonable basis to believe<sup>67</sup> is receiving Lifeline-supported service from another ETC or is no longer eligible – whether or not such information is provided by the Commission, USAC, or a state commission.<sup>68</sup>

## **II. Description of Lifeline Service Offerings<sup>69</sup>**

Global Connection will offer its wireless Lifeline service in the states where it is designated as an ETC<sup>70</sup> and throughout the coverage area of its underlying provider(s) Sprint and Verizon Wireless. The Company's Lifeline offering will provide customers with 100 anytime prepaid minutes per month, plus 100 anytime text messages, with rollover, at no charge. Additionally, the Company will offer a 250 anytime talk and text plan without rollover (one minute of talk time for each text). Lifeline customers can purchase additional bundles of minutes in denominations of \$5 (40 minutes), \$10 (100 minutes), \$20 (250 minutes), \$30 (500 minutes) and \$50 (1000 minutes). Airtime "top-up" minutes are available for purchase at the Company's retail locations, through customer service and on its website. Text messaging is available at the rate of one minute of talk time per text message. Additional information regarding the Company's plans, rates and services can be found on its website [www.StandUpWireless.com](http://www.StandUpWireless.com).

In addition to free voice services, Global Connection's Lifeline plan will include a free handset and custom calling features at no charge, including Caller ID, Call Waiting, and Voicemail. All plans include domestic long-distance at no extra per minute charge.

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<sup>67</sup> See section 54.405(e)(1).

<sup>68</sup> See Cricket Compliance Plan at 10.

<sup>69</sup> See Compliance Plan Public Notice at 3.

<sup>70</sup> Global Connection is currently designated as an ETC in Arkansas, Louisiana, Maryland, Missouri and West Virginia.



Calls to 911 emergency services are always free, regardless of service activation or availability of minutes.

### **III. Demonstration of Financial and Technical Capabilities and Certifications Required for ETC Designation<sup>71</sup>**

Financial and Technical Capabilities. Revised Commission rule 54.202(a)(4), 47 C.F.R. 54.202(a)(4), requires carriers petitioning for ETC designation to demonstrate financial and technical capability to comply with the Commission's Lifeline service requirements.<sup>72</sup> The Compliance Plan Public Notice requires that carriers' compliance plan include this demonstration. Among the factors the Commission will consider are: a carrier's prior offering of service to non-Lifeline subscribers, the length of time the carrier has been in business, whether the carrier relies exclusively on Lifeline reimbursement to operate; whether the carrier receives revenues from other sources and whether the carrier has been the subject of an enforcement action or ETC revocation proceeding in any state.

Global Connection has been offering non-Lifeline and Lifeline wireline service since 1998 and began providing non-Lifeline and Lifeline-supported wireless service in April, 2011. The Company generates substantial revenues from non-Lifeline services and has access to capital from its investors. The majority owner of Global Connection is Milestone Partners, a Pennsylvania private equity firm. Consequently, Global Connection has not relied, and will not be relying exclusively on Lifeline reimbursement for the Company's operating revenues. The Company has not been subject to enforcement sanctions or ETC revocation proceedings in any state.

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<sup>71</sup> See Compliance Plan Public Notice at 3.

<sup>72</sup> See *Lifeline Reform Order*, ¶¶ 387-388 (revising Commission rule 54.202(a)(4)).

Service Requirements Applicable to the Company's Support. The Compliance Plan Public Notice requires carriers to include "certifications required under newly amended section 54.202 of the Commission's rules."<sup>73</sup> Global Connection certifies that it will comply with the service requirements applicable to the support the Company receives.<sup>74</sup> The Company provides all of the telecommunications service supported by the Lifeline program and will make the services available to all qualified consumers throughout the states in which it is designated as an ETC. The Company's services include voice telephony services that provide voice grade access to the public switched network or its functional equivalent. Further, the Company's service offerings provide its customers with a set number of minutes of use for local service at no charge to the customer. The Company's current Lifeline offerings include packages in Section II *supra* that can be used for local and domestic toll service.

The Company also will provide access to emergency services provided by local government or public safety officials, including 911 and E911 where available and will comply with any Commission requirements regarding E911-compatible handsets. As discussed above, the Company will comply with the Commission's forbearance grant conditions relating to the provision of 911 and E911 services and handsets.

Finally, Global Connection will not provide toll limitation service ("TLS"), which allows low income consumers to avoid unexpected toll charges. However, since the Company is a prepaid service provider, customers cannot be disconnected for failure to pay toll charges, nor are there additional charges for exceeding their minutes. Further, the Company, like most wireless carriers, does not differentiate domestic long distance

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<sup>73</sup> Compliance Plan Public Notice at 3.

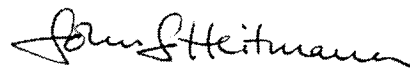
<sup>74</sup> 47 C.F.R. § 54.202(a)(1).

toll usage from local usage and all usage is paid for in advance. Pursuant to the *Lifeline Reform Order*, subscribers to such services are not considered to have voluntarily elected to receive TLS.<sup>75</sup>

#### **IV. Conclusion**

Global Connection submits that its Compliance Plan fully satisfies the conditions set forth in the Commission's *Lifeline Reform Order*, the Compliance Plan Public Notice and the Lifeline rules. Accordingly, the Company respectfully requests that the Commission expeditiously approve its Compliance Plan.

Respectfully submitted,



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*Counsel to Global Connection Inc. of  
America*

April 30, 2012

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<sup>75</sup> See *Lifeline Reform Order*, ¶ 230.

# **EXHIBIT A**



Global Connection Inc. of America D/B/A StandUP Wireless  
**State Wireless Lifeline Service Application and Certification**

Global Connection Inc. of America

Mail or fax form completed and signed form to:  
Fax 1.888.878.9323 / Customer Service: 1.800.544.4441

A complete and signed Lifeline Service Application and Certification ("Certification") is required to enroll you in Global Connection Inc. of America D/B/A StandUP Wireless ("the Company's") Lifeline service program in your state. This Certification is only for the purpose of verifying your eligibility for Lifeline service and will not be used for any other purpose. Service requests will not be processed until this Form has been received and verified by Company.

**One Lifeline service per household disclosures:** Lifeline is a government assistance program and willfully making false statements to obtain a Lifeline benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Lifeline benefits are limited to a single line of service per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household may not receive multiple Lifeline discounts. You may apply your Lifeline discount to either one landline or one wireless number, but you cannot have the discount on both and you cannot receive Lifeline benefits from multiple providers. Note that not all Lifeline services are currently marketed under the name Lifeline. Lifeline is a non-transferable benefit and you may not transfer your benefit to any other person, including another eligible low-income consumer. Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's rules and will result in your de-enrollment from the program, and potentially prosecution by the United States Government.

☐ I hereby certify that I have read and understood the disclosures listed above and that, to the best of my knowledge, my household is not already receiving a Lifeline service benefit.

**Customer eligibility certification:** I hereby certify that I participate in at least one of the following programs (check one):

- |   |  |
|---|--|
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP)   | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF)        |
| <input type="checkbox"/> Section 8 Federal Public Housing Assistance (FPHA) | <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP)    |
| <input type="checkbox"/> Medicaid (not Medicare)                            | <input type="checkbox"/> National School Lunch Program's free lunch program    |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> Income at or below 135% of Federal Poverty Guidelines |

**Customer Application Information:**

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Date of Birth: Month: \_\_\_\_ Day: \_\_\_\_ Year: \_\_\_\_ Last Four Digits of Social Security Number: \_\_\_\_\_

If Qualifying for Lifeline by Income, number of Individuals in Household: \_\_\_\_\_

Home Telephone Number (if available): \_\_\_\_\_

Residential Address (P.O. Box NOT sufficient)

Number: \_\_\_\_\_ Apt: \_\_\_\_\_ Street \_\_\_\_\_ City \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Address is (choose one): ☐ Permanent ☐ Temporary

Billing Address (if different from Residential Address) (P.O. Box IS sufficient)

Number: \_\_\_\_\_ Apt: \_\_\_\_\_ Street \_\_\_\_\_ City \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Multiple households sharing and address:**

☐ I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate additional form.

**Activation and usage requirement disclosures:** This service is a prepaid service and you must personally activate it by calling 1.877.283.3890. To keep your account active, you must use your Lifeline service at least once during any 60 day period by completing an outbound call, purchasing additional minutes from Company, answering an in-bound call from someone other than Company, or by responding to a direct contact from Company confirming that you want to continue receiving Lifeline service from Company. If your service goes unused for 60 days, you will no longer be eligible for Lifeline benefits and your service will be suspended (allowing only 911 calls and calls to the Company's customer care center) subject to a 30 day cure period during which you may use the service (as described above) or contact the Company to confirm that you want to continue receiving Lifeline service from Company.

☐ I hereby certify that I have read and understood the disclosures listed above regarding activation and usage requirements.

**Authorizations:**

☐ I hereby authorize the Company to access any records required to verify my statements on this form and to confirm my eligibility for the Lifeline program. I also authorize the Company to release any records required for the administration of the Lifeline program (e.g., name, telephone number and address), including to the Universal Service Administrative Company, to be used in a Lifeline database and to ensure the proper administration of the Lifeline Program. Failure to consent will result in denial of service.

**Additional certifications:** I hereby certify, under penalty of perjury, that (Check the box next to each line):

- ☐ I meet the income-based or program-based eligibility criteria for receiving Lifeline service and have provided documentation of eligibility if required
- ☐ I will notify the Company within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based eligibility criteria, I begin receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit. I understand that I may be subject to penalties if I fail to follow this requirement
- ☐ I am not listed as a dependent on another person's tax return (unless over the age of 60)
- ☐ The address listed below is my primary residence, not a second home or business
- ☐ If I move to a new address, I will provide that new address to the Company within 30 days
- ☐ If I provided a temporary residential address to the Company, I will verify my temporary residential address every 90 days
- ☐ I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law
- ☐ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility within 30 days will result in de-enrollment and the termination of my Lifeline benefits
- ☐ The information contained in this certification form is true and correct to the best of my knowledge

**Applicant's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**For Agent Use Only (check the appropriate boxes for the proof of eligibility viewed; do not copy or retain documentation):**

**Documents Acceptable Proof for Income-Eligibility (check 1):**

- ☐ The prior year's state, federal, or Tribal tax return,
- ☐ Current income statement from an employer or paycheck stub,
- ☐ A Social Security statement of benefits,
- ☐ A Veterans Administration statement of benefits,
- ☐ A retirement/pension statement of benefits,
- ☐ An Unemployment/Workmen's Compensation statement of benefits,
- ☐ Federal or Tribal notice letter of participation in General Assistance, or
- ☐ A divorce decree, child support award, or other official document containing income information for at least three months time.

- ☐ Section 8 Federal Public Housing Assistance (FPHA)
- ☐ Supplemental Security Income (SSI)
- ☐ Temporary Assistance for Needy Families (TANF)
- ☐ Low Income Home Energy Assistance Program (LIHEAP)
- ☐ National School Lunch Program's free lunch program
- ☐ Food Distribution Program on Indian Reservations (FDPIR)
- ☐ Bureau of Indian Affairs General Assistance (BIA)
- ☐ Tribally Administered TANF (TATNF)
- ☐ Head Start (meeting income qualifying standards)
- ☐ State Program 1
- ☐ State Program 2

**Documents Acceptable Proof for Program-Eligibility (choose 1 from each list A and B below):**

List A - Choose 1

- ☐ Supplemental Nutrition Assistance Program (SNAP)
- ☐ Medicaid

List B - Choose 1:

- ☐ Program participation card/document
- ☐ Prior year's statement of benefits
- ☐ Notice letter of participation
- ☐ Other official document evidencing participation

Applicant Account Number	Agent/Dealer Number

# **EXHIBIT B**

# WIRELESS FLYER - FRONT

# FREE

## CELL PHONE

### FREE MINUTES & TEXTS

See reverse for more info!

# 250


## MINUTES

**EACH MONTH.  
EVERY MONTH.**

ALL QUALIFYING CUSTOMERS GET

## FREE CellPhone


### FREE Activation



1.800.544.4441

[www.StandUpWireless.com](http://www.StandUpWireless.com)

Complaints concerning Lifeline Linkup Service can be directed to the XXXX Public Service Commission's Consumer Affairs Unit at 000-000-0000.



# WIRELESS FLYER - FRONT2

# FREE

## CELL PHONE

### FREE MINUTES & TEXTS

See reverse for more info!

# 100

## ANYTIME MINUTES

# 100

## TEXT MESSAGES


**EACH MONTH.  
EVERY MONTH.**

WITH ROLLOVER

ALL QUALIFYING CUSTOMERS GET

## FREE CellPhone


### FREE Activation



1.800.544.4441

[www.StandUpWireless.com](http://www.StandUpWireless.com)

Complaints concerning Lifeline Linkup Service can be directed to the XXXX Public Service Commission's Consumer Affairs Unit at 000-000-0000.



# WIRELESS FLYER - BACK

# FREE

## CELL PHONE

### FREE MINUTES & TEXTS

See reverse for more info!

1.800.544.4441

[www.StandUpWireless.com](http://www.StandUpWireless.com)



## IMPORTANT

### LIFELINE WIRELESS SERVICE INFORMATION:

Lifeline is a government assistance program. **Only one Lifeline service is available per household.** A violation of the one-per-household limitation constitutes a violation of the Federal Communication Commission's rules and will result in your de-enrollment from the program. **Your household is not permitted to receive multiple Lifeline benefits** whether they be from one or multiple companies. This includes wireline and wireless services. **Lifeline is a non-transferable benefit.** You may not transfer your benefit to any other person. **You must activate your service. You must use your phone to continue to receive service.** Should you not use your service for 60 days you will be de-enrolled. **Lifeline is a federal benefit.** Willingly making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. **Proof of eligibility is required and only eligible customers may enroll. Proof** may consist of eligible program card or statement of benefits.

Global Connection Inc. of America